



Renewal Management Use Case

Subscription Based Products

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Renewal Management Use Case – Subscription Based Products

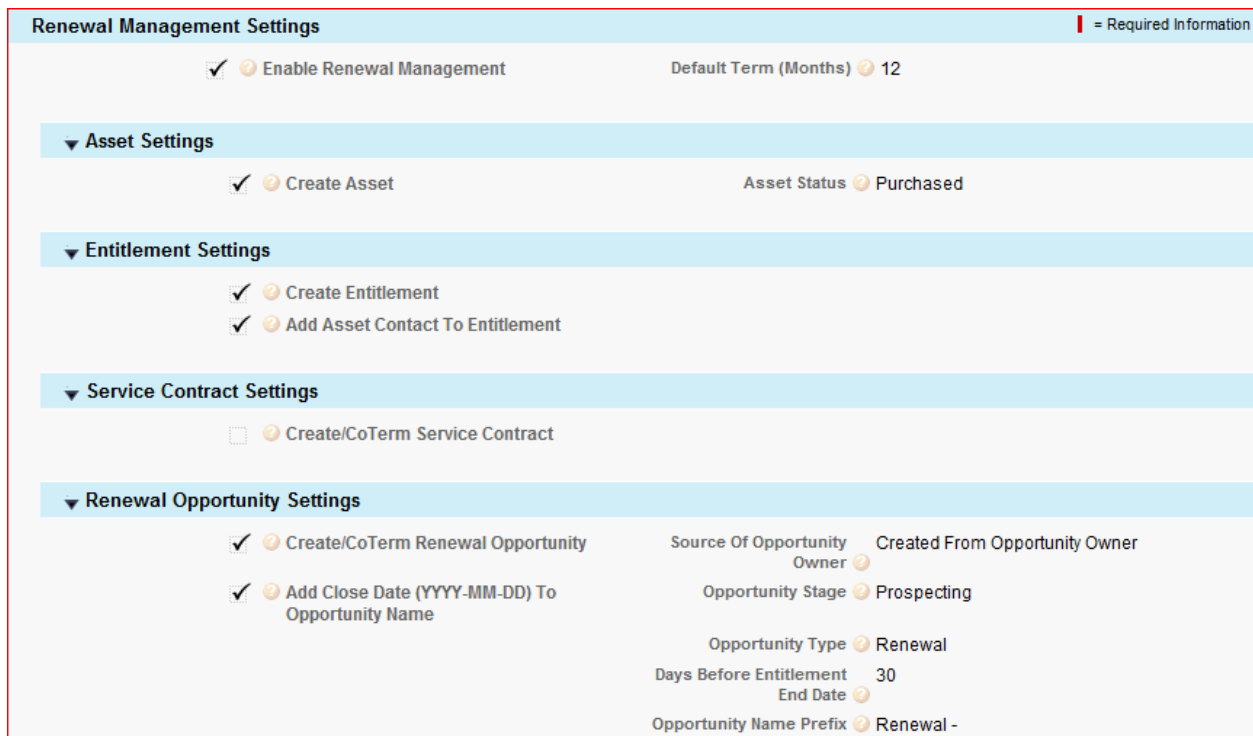
Scenario # 1 - New Customer, New Order, Service Contract Disabled

A SaaS company sells its subscription based products by per user per year. For their new customers, the orders require an annual subscription, and for their existing customers, the product can be subscribed by months so the orders can be co-terminated for future renewals. This company wants to use “Renewal Management Enterprise” to create “Assets”, “Entitlements” and “Renewal Opportunities” based on the Opportunity Product Line Items in their Opportunities.

- How should the Renewal Management Administrator configure “Renewal Management Enterprise” Application to support this business scenario?
- How should the Renewal Management Administrator configure the Renewal Management Settings in their Products?
- On 6/1/2012, a new customer wants to order “Cloud Service Subscription” plus “Premium Support” for 10 users, how should the Sales/Renewal Rep configure the Renewal Management Settings in Opportunity?

Solution - Part I (Done by the Renewal Management Administrator)

- **Renewal Management Application Level Configuration**
 - Login as Renewal Management Administrator (see the installation guide for how to set up the “Renewal Management Administrator” profile).
 - Go to **Your Name > Setup > App Setup > Deploy > Installed Packages > Renewal Management Enterprise > Configure**
 - Since “Service Contract” is not required for Scenario # 1, the Renewal Management Administrator only needs to enable “Asset”, “Entitlement” and “Renewal Opportunity” settings at the Application level, see the screenshot below for the example.
 - Read the inline help  for the definition of each field.



Renewal Management Settings		= Required Information	
☒ 	Enable Renewal Management	Default Term (Months) 	12
▼ Asset Settings			
☒ 	Create Asset	Asset Status 	Purchased
▼ Entitlement Settings			
☒ 	Create Entitlement		
☒ 	Add Asset Contact To Entitlement		
▼ Service Contract Settings			
☐ 	Create/CoTerm Service Contract		
▼ Renewal Opportunity Settings			
☒ 	Create/CoTerm Renewal Opportunity	Source Of Opportunity 	Created From Opportunity Owner 
☒ 	Add Close Date (YYYY-MM-DD) To Opportunity Name	Opportunity Stage 	Prospecting
		Opportunity Type 	Renewal
		Days Before Entitlement End Date 	30
		Opportunity Name Prefix 	Renewal -



Renewal Management Use Case – Subscription Based Products

- Create “Cloud Service Subscription” Product and configure its Renewal Management Settings
 - Follow the screenshot below and create the “Cloud Service Subscription” Product.
 - Read the help  for the definition of the Renewal Management fields.
 - Since “Cloud Service Subscription” is a Product for the new orders only, another Product “Cloud Service Subscription – Renewal” needs to be created and set as the “Renewal With (A Different Product)” in this Product. **(Note: Both products must be added to the same Price Books)**
 - Add “Cloud Service Subscription” Entitlement Template to this Product.

▼ Product Information					
Product Name	Cloud Service Subscription				
Product Code	Product Family				
Created By	John Smith, 6/3/2012 9:12 AM				
Last Modified By	John Smith, 7/8/2012 11:31 PM				
Product Description	Basic Support included.				
▼ Renewal Management Information - Asset Settings					
Create Asset 	☒				
Link Asset to Service Contract 	☐				
Create One Asset Record Per Quantity 	☐				
▼ Renewal Management Information - Entitlement Settings					
Create Entitlement 	☒				
Link Entitlement to Service Contract 	☐				
Convert Term (Days) to Term (Months) 	☒				
No Override On Template Term 	☐				
▼ Renewal Management Information - Service Contract Settings					
Add as Line Item to Service Contract 	☐				
▼ Renewal Management Information - Renewal Opportunity Settings					
Add as Line Item to Renewal Opportunity 	☒				
Renew With (The Same Product) 	☐				
Renew With (A Different Product) 	<u>Cloud Service Subscription - Renewal</u>				
Entitlement Templates Add Entitlement Template					
Action	Entitlement Template Name	Type	Term (Days)	Entitlement Process Name	Business Hours Name
Remove	Cloud Service Subscription	Basic Support	365	Basic Support Entitlement Process	Basic Support Business Hours

- “Cloud Service Subscription” Entitlement Template Detail
 - To create this Entitlement Template, go to **Your Name > Setup > App Setup > Customize > Entitlement Management > Entitlements > Templates**
 - Set the “Term (Days)” to 365 since the new orders require an annual subscription.
 - Entitlement Process and Business Hours are **NOT** required for the Renewal Management Application.



Renewal Management Use Case – Subscription Based Products

Entitlement Template Detail		Edit	Delete	Clone
Entitlement Template Name	Cloud Service Subscription	Type	Basic Support	
Term (Days)	365			
Entitlement Process	Basic Support Entitlement Process			
Per Incident	☐			
Cases Per Entitlement				
Business Hours	Basic Support Business Hours			
Created By	John Smith , 6/3/2012 9:23 AM	Last Modified By	John Smith , 6/30/2012 11:53 PM	

- **Create “Premium Support” Product and configure its Renewal Management Settings**
 - Follow the screenshot below and create the “Premium Support” Product.
 - Since “Premium Support” is a Product for the new orders only, another Product “Premium Support – Renewal” needs to be created and set as the “Renewal With (A Different Product)” in this Product. **(Note: Both products must be added to the same Price Books)**
 - Add “Premium Support” Entitlement Template to this Product.

▼ Product Information	
Product Name	Premium Support Active ☒
Product Code	Product Family
Created By	John Smith , 6/3/2012 9:37 AM Last Modified By John Smith , 7/8/2012 11:26 PM
Product Description	7x24 Premium Support for New Customers/Orders

▼ Renewal Management Information - Asset Settings	
Create Asset	☒ Create One Asset Record Per Quantity
Link Asset to Service Contract	☐

▼ Renewal Management Information - Entitlement Settings	
Create Entitlement	☒ Convert Term (Days) to Term (Months)
Link Entitlement to Service Contract	No Override On Template Term

▼ Renewal Management Information - Service Contract Settings	
Add as Line Item to Service Contract	☐

▼ Renewal Management Information - Renewal Opportunity Settings	
Add as Line Item to Renewal Opportunity	☒ Renew With (The Same Product)
	Renew With (A Different Product) Premium Support - Renewal

Entitlement Templates		Add Entitlement Template			
Action	Entitlement Template Name	Type	Term (Days)	Entitlement Process Name	Business Hours Name
Remove	Premium Support	Premium Support	365	Premium Support Entitlement Process	Premium Support Business Hours



Renewal Management Use Case – Subscription Based Products

- **“Premium Support” Entitlement Template Detail**
 - Set the “Term (Days)” to 365 since the new orders require an annual subscription.

Entitlement Template Detail		Edit	Delete	Clone
Entitlement Template Name	Premium Support	Type	Premium Support	
Term (Days)	365			
Entitlement Process	Premium Support Entitlement Process			
Per Incident	☐			
Cases Per Entitlement				
Business Hours	Premium Support Business Hours			
Created By	John Smith , 6/3/2012 9:27 AM	Last Modified By	John Smith , 7/8/2012 4:43 PM	

Solution - Part II (Done by the Sales/Renewal Rep)

- **Create an Opportunity and configure its Renewal Management settings**
 - Renewal Management Administrator needs to add a “Renewal Management Information” section to Sales/Renewal Rep’s Opportunity Page Layout and set the field level security of each Renewal Management field to “Visible” before the Reps can start using Renewal Management in their opportunities, see the screenshot below for the example.

Renewal Management Information	
Run Renewal Management ☐	Reset Renewal Management ☐
Asset Purchase Date [7/8/2012]	Entitlement Start Date [7/8/2012]
Asset Usage End Date [7/8/2012]	Entitlement End Date [7/8/2012]
CoTerm With Existing Renewal Opportunity	Entitlement Term (Months)

- The Sales/Renewal Rep should follow the screenshot below and create the opportunity.

▼ Opportunity Information			
Opportunity Owner	Sub Dev [Change]	Amount	\$14,400.00
Private	☐	Expected Revenue	\$14,400.00
Opportunity Name	10 x Cloud Service Subscription plus Premium Support	Close Date	6/1/2012
Account Name	BoonPlus	Next Step	
Type		Stage	Closed Won
Lead Source		Probability (%)	100%
		Primary Campaign Source	
Created By	Sub Dev , 6/3/2012 10:36 AM	Last Modified By	Sub Dev , 7/8/2012 5:51 PM



Renewal Management Use Case – Subscription Based Products

- Add products to this opportunity.

Products (Price Book A)					
Add Product Edit All Choose Price Book Sort Products (Price Book A) Help ?					
Action	Product	Sales Price	Quantity	Total Price	Line Description
Edit Del	Cloud Service Subscription	\$1,200.00	10.00	\$12,000.00	1 Year Cloud Service Subscription
Edit Del	Premium Support	\$2,400.00	1.00	\$2,400.00	20% of the 1 Year 'Cloud Service Subscription' Total Price

- Configure the Renewal Management settings and Save.

▼ Renewal Management Information	
Run Renewal Management 	☒
Reset Renewal Management 	☐
Asset Purchase Date 	6/1/2012
Entitlement Start Date 	6/1/2012
Asset Usage End Date 	5/31/2013
Entitlement End Date 	
CoTerm With Existing Renewal Opportunity 	
Entitlement Term (Months) 	12



Renewal Management Use Case – Subscription Based Products

Results

- **New records created by “Renewal Management”**

- 2 x Assets.
- 2 x Entitlements.
- 1 x Renewal Opportunity.
- 2 x Renewal Opportunity Products.

Note: Renewal Management Administrator can add the following related lists (Assets, Entitlements, Renewal Opportunities & Renewal Opportunity Products) to Sales/Renewal Rep’s Opportunity page layouts.

Assets New Asset Assets Help ?								
Action	Asset Name	Account Name	Product Name	Purchase Date	Usage End Date	Quantity	Price	Status
Edit Del	Premium Support	BoonPlus	Premium Support	6/1/2012	5/31/2013	1.00	\$2,400	Installed
Edit Del	Cloud Service Subscription	BoonPlus	Cloud Service Subscription	6/1/2012	5/31/2013	10.00	\$12,000	Installed

Entitlements Entitlements Help ?								
Action	Entitlement Name	Asset Name	Account Name	Product	Start Date	End Date	Status	Status Icon
Create Case	Premium Support	Premium Support	BoonPlus	Premium Support	6/1/2012	5/31/2013	Active	✓
Create Case	Cloud Service Subscription	Cloud Service Subscription	BoonPlus	Cloud Service Subscription	6/1/2012	5/31/2013	Active	✓

Renewal Opportunities New Opportunity Renewal Opportunities Help ?						
Action	Opportunity Name	Account Name	Close Date	Amount	Stage	
Edit Del	2013-05-01 Renewal - 10 x Cloud Service Subscription plus Premium Support	BoonPlus	5/1/2013	\$14,400.00	Prospecting	

Renewal Opportunity Products Renewal Opportunity Products Help ?					
Action	Renewal Opportunity Name	Product	Sales Price	Quantity	Total Price
Edit Del	2013-05-01 Renewal - 10 x Cloud Service Subscription plus Premium Support	Cloud Service Subscription - Renewal	\$1,200.00	10.00	\$12,000.00
Edit Del	2013-05-01 Renewal - 10 x Cloud Service Subscription plus Premium Support	Premium Support - Renewal	\$2,400.00	1.00	\$2,400.00



Renewal Management Use Case – Subscription Based Products

- “Cloud Service Subscription” Asset

Asset Detail		Edit	Delete	Clone
Asset Name	Cloud Service Subscription	Status	Purchased	
Serial Number		Quantity	10.00	
Account	BoonPlus	Price	\$12,000	
Contact		Purchase Date	6/1/2012	
Product	Cloud Service Subscription	Install Date		
Product Code		Usage End Date	5/31/2013	
		Competitor Asset	☐	
Created By	Sub Dev , 7/8/2012 6:53 PM	Last Modified By	Sub Dev , 7/8/2012 6:53 PM	
Description				

▼ **Renewal Management Information**

Created From Opportunity	10 x Cloud Service Subscription plus Premium Support	Created From Opportunity Product Link	https://na12.salesforce.com/00kU00000003Ka2eIAC
Service Contract		Ship Date	

- “Premium Support” Asset

Asset Detail		Edit	Delete	Clone
Asset Name	Premium Support	Status	Purchased	
Serial Number		Quantity	1.00	
Account	BoonPlus	Price	\$2,400	
Contact		Purchase Date	6/1/2012	
Product	Premium Support	Install Date		
Product Code		Usage End Date	5/31/2013	
		Competitor Asset	☐	
Created By	Sub Dev , 7/8/2012 6:53 PM	Last Modified By	Sub Dev , 7/8/2012 6:53 PM	
Description				

▼ **Renewal Management Information**

Created From Opportunity	10 x Cloud Service Subscription plus Premium Support	Created From Opportunity Product Link	https://na12.salesforce.com/00kU00000003Ka2jIAC
Service Contract		Ship Date	



Renewal Management Use Case – Subscription Based Products

▪ “Cloud Service Subscription” Entitlement

Entitlement Detail		Edit	Delete	Clone
Entitlement Name	Cloud Service Subscription	Status	Active	
Type	Basic Support	Status Icon		
Account Name	BoonPlus	Start Date	6/1/2012	
Service Contract		End Date	5/31/2013	
Contract Line Item		Business Hours	Basic Support Business Hours	
Asset Name	Cloud Service Subscription	Entitlement Process	Basic Support Entitlement Process	
Per Incident	☐	Remaining Cases		
Cases Per Entitlement				
▼ System Information				
Created By	Sub Dev , 7/8/2012 6:53 PM		Last Modified By	Sub Dev , 7/8/2012 6:53 PM
▼ Renewal Management Information				
Created From Opportunity	10 x Cloud Service Subscription plus Premium Support	Created From Opportunity Product Link	https://na12.salesforce.com/00kU00000003Ka2eIAC	
Product	Cloud Service Subscription			

▪ “Premium Support” Entitlement

Entitlement Detail		Edit	Delete	Clone
Entitlement Name	Premium Support	Status	Active	
Type	Premium Support	Status Icon		
Account Name	BoonPlus	Start Date	6/1/2012	
Service Contract		End Date	5/31/2013	
Contract Line Item		Business Hours	Premium Support Business Hours	
Asset Name	Premium Support	Entitlement Process	Premium Support Entitlement Process	
Per Incident	☐	Remaining Cases		
Cases Per Entitlement				
▼ System Information				
Created By	Sub Dev , 7/8/2012 6:53 PM		Last Modified By	Sub Dev , 7/8/2012 6:53 PM
▼ Renewal Management Information				
Created From Opportunity	10 x Cloud Service Subscription plus Premium Support	Created From Opportunity Product Link	https://na12.salesforce.com/00kU00000003Ka2jIAC	
Product	Premium Support			



Renewal Management Use Case – Subscription Based Products

- **Renewal Opportunity**

Based on the settings in the “Created From Opportunity” and Renewal Management Application, the Close Date (5/1/2013) = Entitlement End Date (5/31/2013) – Days before Entitlement End Date (30 Days) and the Opportunity name is prepended with Close Date (2013-05-01) + Opportunity Name Prefix (Renewal –), followed by the “Created From Opportunity” Name.

▼ Opportunity Information			
Opportunity Owner	Sub Dev [Change]	Amount	\$14,400.00
Private	☐	Expected Revenue	\$1,440.00
Opportunity Name	2013-05-01 Renewal - 10 x Cloud Service Subscription plus Premium Support	Close Date	5/1/2013
Account Name	BoonPlus	Next Step	
Type	Renewal	Stage	Prospecting
Lead Source		Probability (%)	10%
		Primary Campaign Source	
Created By	Sub Dev , 7/8/2012 6:53 PM	Last Modified By	Sub Dev , 7/8/2012 6:53 PM

- **“Cloud Service Subscription - Renewal” Renewal Opportunity Product**

Based on the Product Level settings, the “Cloud Service Subscription” is renewed with “Cloud Service Subscription – Renewal”.

Opportunity Product Detail				Edit	Delete
Opportunity	2013-05-01 Renewal - 10 x Cloud Service Subscription plus Premium Support			Date	
Product	Cloud Service Subscription - Renewal			List Price	\$1,200.00
Product Code				Sales Price	\$1,200.00
Quantity	10.00			Total Price	\$12,000.00
Created By	Sub Dev , 7/8/2012 6:53 PM		Last Modified By	Sub Dev , 7/8/2012 6:53 PM	
Line Description	1 Year Cloud Service Subscription				
▼ Renewal Management Information					
Created From Opportunity	10 x Cloud Service Subscription plus Premium Support		Created From Entitlement	Cloud Service Subscription	
Created From Opportunity Product Link	https://na12.salesforce.com/00kU00000003Ka2elAC		Created From Entitlement Start Date	6/1/2012	
			Created From Entitlement End Date	5/31/2013	



Renewal Management Use Case – Subscription Based Products

- **“Premium Support - Renewal” Renewal Opportunity Product Detail**
Based on the Product Level settings, the “Premium Support” is renewed with “Premium Support – Renewal”.

Opportunity Product Detail		Edit	Delete
Opportunity	2013-05-01 Renewal - 10 x Cloud Service Subscription plus Premium Support		Date
Product	Premium Support - Renewal	List Price	\$0.00
Product Code		Sales Price	\$2,400.00
Quantity	1.00	Total Price	\$2,400.00
Created By	Sub Dev , 7/8/2012 6:53 PM	Last Modified By	Sub Dev , 7/8/2012 6:53 PM
Line Description	20% of the 1 Year 'Cloud Service Subscription' Total Price		

▼ Renewal Management Information

Created From Opportunity	10 x Cloud Service Subscription plus Premium Support	Created From Entitlement	Premium Support
Created From Opportunity Product Link	https://na12.salesforce.com/00kJ00000003Ka2jIAC	Created From Entitlement Start Date	6/1/2012
		Created From Entitlement End Date	5/31/2013

Things to know

- How the “Start Date” is selected by the Renewal Management for the New Entitlements?
 - 1st Priority: The Entitlement Start Date from the Opportunity Product record.
 - 2nd Priority: The Entitlement Start Date from the Opportunity record.
 - Default: Today's Date.
- How the “End Date” is selected/calculated by the Renewal Management for the New Entitlements?
 - 1st Priority: The Term from the Entitlement Template that is associated to the Opportunity Product if the “No Override Template Term” checkbox is checked in the Product.
 - 2nd Priority: The Entitlement End Date or Entitlement Term from the Opportunity Product record.
 - 3rd Priority: The Entitlement End Date or Entitlement Term from the Opportunity record.
 - 4th Priority: The Term from the Entitlement Template that is associated to the Opportunity Product.
 - Default: Default Term from the Renewal Management Application settings.



Renewal Management Use Case – Subscription Based Products

Scenario # 2 - Existing Customer, New Order, Co-Term, Service Contract Disabled

On 9/1/2012, the same customer from Scenario # 1 wants to add “Cloud Service Subscription” plus “Premium Support” for 5 additional users to their subscription.

- How should the Sales/Renewal Rep configure the Renewal Management Settings in Opportunity for this new order so the two orders from the same customer can be co-terminated in next renewal?

Solution (Done by the Sales/Renewal Rep)

- Create the Opportunity and configure its Renewal Management settings
 - The Sales/Renewal rep should follow the screenshot below and create the opportunity.

▼ Opportunity Information				
Opportunity Owner	Sub Dev [Change]	Amount	\$5,400.00	
Private	☐	Expected Revenue	\$5,400.00	
Opportunity Name	5 x Cloud Service Subscription plus Premium Support		Close Date	9/1/2012
Account Name	BoonPlus		Next Step	
Type			Stage	Closed Won
Lead Source			Probability (%)	100%
		Primary Campaign Source		
Created By	Sub Dev , 6/3/2012 12:11 PM		Last Modified By	Sub Dev , 7/8/2012 10:50 PM

- Add products to this opportunity.

Products (Price Book A)						Add Product	Edit All	Choose Price Book	Sort	Products (Price Book A) Help ?
Action	Product	Sales Price	Quantity	Total Price	Line Description					
Edit Del	Cloud Service Subscription	\$900.00	5.00	\$4,500.00	9 Months Cloud Service Subscription					
Edit Del	Premium Support	\$900.00	1.00	\$900.00	20% of the 9 Months 'Cloud Service Subscription' Total Price					

- Configure the Renewal Management settings and Save.

▼ Renewal Management Information			
Run Renewal Management	☒	Reset Renewal Management	☐
Asset Purchase Date	9/1/2012	Entitlement Start Date	9/1/2012
Asset Usage End Date	5/31/2013	Entitlement End Date	5/31/2013
CoTerm With Existing Renewal Opportunity	2013-05-01 Renewal - 10 x Cloud Service Subscription plus Premium Support		Entitlement Term (Months)



Renewal Management Use Case – Subscription Based Products

Results

- New records created by “Renewal Management”

- 2 x Assets.
- 2 x Entitlements.
- 2 x Renewal Opportunity Products.

Assets New Asset Assets Help ?								
Action	Asset Name	Account Name	Product Name	Purchase Date	Usage End Date	Quantity	Price	Status
Edit Del	Premium Support	BoonPlus	Premium Support	9/1/2012	5/31/2013	1.00	\$900	Purchased
Edit Del	Cloud Service Subscription	BoonPlus	Cloud Service Subscription	9/1/2012	5/31/2013	5.00	\$4,500	Purchased

Entitlements Entitlements Help ?								
Action	Entitlement Name	Asset Name	Account Name	Product	Start Date	End Date	Status	Status Icon
Create Case	Premium Support	Premium Support	BoonPlus	Premium Support	9/1/2012	5/31/2013	Inactive	✓
Create Case	Cloud Service Subscription	Cloud Service Subscription	BoonPlus	Cloud Service Subscription	9/1/2012	5/31/2013	Inactive	✓

Renewal Opportunities New Opportunity Renewal Opportunities Help ?								
No records to display								

Renewal Opportunity Products Renewal Opportunity Products Help ?					
Action	Renewal Opportunity Name	Product	Sales Price	Quantity	Total Price
Edit Del	2013-05-01 Renewal - 10 x Cloud Service Subscription plus Premium Support	Cloud Service Subscription - Renewal	\$900.00	5.00	\$4,500.00
Edit Del	2013-05-01 Renewal - 10 x Cloud Service Subscription plus Premium Support	Premium Support - Renewal	\$900.00	1.00	\$900.00



Renewal Management Use Case – Subscription Based Products

- **Co-Terminated Renewal Opportunity**

Two additional Renewal Opportunity Product Line Items were added to the Renewal Opportunity created in scenario # 1. Now the two Created From Opportunities “10 x Cloud Service Subscription plus Premium Support” and “5 x Cloud Service Subscription plus Premium Support” are “Co-Terminated” by the same Renewal Opportunity.

▼ Opportunity Information						
Opportunity Owner		Sub Dev [Change]		Amount		\$19,800.00
Private		☐		Expected Revenue		\$1,980.00
Opportunity Name		2013-05-01 Renewal - 10 x Cloud Service Subscription plus Premium Support		Close Date		5/1/2013
Account Name		BoonPlus		Next Step		
Type		Renewal		Stage		Prospecting
Lead Source				Probability (%)		10%
				Primary Campaign Source		
Created By		Sub Dev , 7/8/2012 6:53 PM		Last Modified By		Sub Dev , 7/8/2012 10:58 PM
Description						
► Renewal Management Information						
Edit Delete Clone ▼						
Products (Price Book A) Add Product Edit All Choose Price Book Sort Products (Price Book A) Help ?						
Action	Product	Created From Opportunity	Sales Price	Quantity	Total Price	Line Description
Edit Del	Cloud Service Subscription - Renewal	10 x Cloud Service Subscription plus Premium Support	\$1,200.00	10.00	\$12,000.00	1 Year Cloud Service Subscription
Edit Del	Cloud Service Subscription - Renewal	5 x Cloud Service Subscription plus Premium Support	\$900.00	5.00	\$4,500.00	9 Months Cloud Service Subscription
Edit Del	Premium Support - Renewal	10 x Cloud Service Subscription plus Premium Support	\$2,400.00	1.00	\$2,400.00	20% of the 1 Year 'Cloud Service Subscription' Total Price
Edit Del	Premium Support - Renewal	5 x Cloud Service Subscription plus Premium Support	\$900.00	1.00	\$900.00	20% of the 9 Months 'Cloud Service Subscription' Total Price



Renewal Management Use Case – Subscription Based Products

Scenario # 3 - New Customer, New Order, Service Contract Enabled

Scenario # 3 is very similar to scenario # 1, the only difference is that the Service Contract is enabled in this scenario. A SaaS company sells its subscription based products by per user per year. For their new customers, the orders require an annual subscription, and for their existing customers, the product can be subscribed by months so the orders can be co-terminated for future renewals. This company wants to use “Renewal Management Enterprise” to create “Assets”, “Entitlements”, “Service Contracts” and “Renewal Opportunities” based on the Opportunity Product Line Items in their Opportunities.

- How should the Renewal Management Administrator configure “Renewal Management Enterprise” Application to support this business scenario?
- How should the Renewal Management Administrator configure the Renewal Management Settings in their Products?
- On 6/1/2012, a new customer wants to order 10 x “Cloud Service Subscription” plus “Premium Support” for Year 2012-2013, how should the Sales/Renewal Rep configure the Renewal Management Settings in Opportunity?

Solution - Part I (Done by the Renewal Management Administrator)

- **Renewal Management Application Level Configuration**
 - Login as Renewal Management Administrator.
 - Go to **Your Name > Setup > App Setup > Deploy > Installed Packages > Renewal Management Enterprise > Configure**
 - For Scenario # 3, the Renewal Management Administrator needs to enable all settings at the Application level, see the screenshot below for the example.

Renewal Management Settings | = Required Information

☒ ☐ Enable Renewal Management	Default Term (Months) ☐ 12
---	--

▼ **Asset Settings**

☒ ☐ Create Asset	Asset Status ☐ Purchased
--	--

▼ **Entitlement Settings**

☒ ☐ Create Entitlement
☒ ☐ Add Asset Contact To Entitlement

▼ **Service Contract Settings**

☒ ☐ Create/CoTerm Service Contract	Source Of Service Contract Owner ☐ Created From Opportunity Owner
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▼ **Renewal Opportunity Settings**

☒ ☐ Create/CoTerm Renewal Opportunity	Source Of Opportunity Owner ☐ Created From Opportunity Owner
☒ ☐ Add Close Date (YYYY-MM-DD) To Opportunity Name	Opportunity Stage ☐ Prospecting
	Opportunity Type ☐ Renewal
	Days Before Entitlement End Date ☐ 30
	Opportunity Name Prefix ☐ Renewal -



Renewal Management Use Case – Subscription Based Products

- **Enable the Service Contract Settings in “Cloud Service Subscription” Product**
 - Open the “Cloud Service Subscription” product record created in scenario # 1, enable the Service Contract related settings.

▼ Product Information	
Product Name	Cloud Service Subscription
Product Code	
Created By	John Smith, 6/3/2012 9:12 AM
Product Description	Basic Support included.
Active	☒
Product Family	
Last Modified By	John Smith, 7/8/2012 11:23 PM
▼ Renewal Management Information - Asset Settings	
Create Asset	☒
Create One Asset Record Per Quantity	☐
Link Asset to Service Contract	☒
▼ Renewal Management Information - Entitlement Settings	
Create Entitlement	☒
Convert Term (Days) to Term (Months)	☒
Link Entitlement to Service Contract	☒
No Override On Template Term	☐
▼ Renewal Management Information - Service Contract Settings	
Add as Line Item to Service Contract	☒
▼ Renewal Management Information - Renewal Opportunity Settings	
Add as Line Item to Renewal Opportunity	☒
Renew With (The Same Product)	☐
Renew With (A Different Product)	<u>Cloud Service Subscription - Renewal</u>



Renewal Management Use Case – Subscription Based Products

- **Enable the Service Contract Settings in “Premium Support” Product**
 - Open the “Premium Support” created in scenario # 1, enable the Service Contract related settings.

▼ Product Information	
Product Name	Premium Support
Product Code	Product Family
Created By	John Smith, 6/3/2012 9:37 AM
Last Modified By	John Smith, 7/8/2012 11:51 PM
Product Description	7x24 Premium Support for New Customers/Orders
▼ Renewal Management Information - Asset Settings	
Create Asset	☒
Create One Asset Record Per Quantity	☐
Link Asset to Service Contract	☒
▼ Renewal Management Information - Entitlement Settings	
Create Entitlement	☒
Convert Term (Days) to Term (Months)	☒
Link Entitlement to Service Contract	☒
No Override On Template Term	☐
▼ Renewal Management Information - Service Contract Settings	
Add as Line Item to Service Contract	☒
▼ Renewal Management Information - Renewal Opportunity Settings	
Add as Line Item to Renewal Opportunity	☒
Renew With (The Same Product)	☐
Renew With (A Different Product)	<u>Premium Support - Renewal</u>

B⁺ Renewal Management Use Case – Subscription Based Products

Solution - Part II (Done by the Sales/Renewal Rep)

- **Create the Opportunity and configure its Renewal Management settings**
 - Renewal Management Administrator needs to add a “Renewal Management Information” section to Sales/Renewal Rep’s Opportunity Page Layout and set the field level security of each Renewal Management field to “Visible” before the Reps can start using Renewal Management in their opportunities, see the screenshot below for the example.

Renewal Management Information	
Run Renewal Management ☐	Reset Renewal Management ☐
Asset Purchase Date [7/8/2012]	New Service Contract Start Date [7/8/2012]
Asset Usage End Date [7/8/2012]	New Service Contract End Date [7/8/2012]
New Service Contract Name	New Service Contract Term (Months)
New Renewal Opportunity Name	Entitlement Start Date [7/8/2012]
CoTerm With Current Service Contract	Entitlement End Date [7/8/2012]
CoTerm With Existing Renewal Opportunity	Entitlement Term (Months)

- The Sales/Renewal Rep should follow the screenshot below and create the opportunity.

▼ Opportunity Information	
Opportunity Owner	SubSrv Dev [Change] Amount \$14,400.00
Private ☐	Expected Revenue \$14,400.00
Opportunity Name	10 x Cloud Service Subscription plus Premium Support Close Date 6/1/2012
Account Name	BoonPlus Next Step
Type	Stage Closed Won
Lead Source	Probability (%) 100%
Primary Campaign Source	
Created By	John Smith, 6/8/2012 1:48 PM Last Modified By SubSrv Dev, 7/8/2012 11:58 PM



Renewal Management Use Case – Subscription Based Products

- Add products to this opportunity.

Products (Price Book A)						
Add Product Edit All Choose Price Book Products (Price Book A) Help Sort						
Action	Product	Created From Opportunity	Sales Price	Quantity	Total Price	Line Description
Edit Del	Cloud Service Subscription		\$1,200.00	10.00	\$12,000.00	1 Year Cloud Service Subscription
Edit Del	Premium Support		\$2,400.00	1.00	\$2,400.00	20% of the 1 Year 'Cloud Service Subscription' Total Price

- Configure the Renewal Management settings and Save.

▼ Renewal Management Information			
Run Renewal Management ☒		Reset Renewal Management ☐	
Asset Purchase Date 6/1/2012		New Service Contract Start Date 6/1/2012	
Asset Usage End Date 5/31/2013		New Service Contract End Date	
New Service Contract Name 2012-2013 Service Contract		New Service Contract Term (Months) 12	
New Renewal Opportunity Name 2013 Renewal Opportunity		Entitlement Start Date	
CoTerm With Current Service Contract		Entitlement End Date	
CoTerm With Existing Renewal Opportunity		Entitlement Term (Months)	

Results

- **New records created by “Renewal Management”**

- 2 x Assets.
- 2 x Entitlements.
- 1 x Service Contract.
- 2 x Contract Line Items.
- 1 x Renewal Opportunity.
- 2 x Renewal Opportunity Products.

Note: Renewal Management Administrator can add the following related lists (Assets, Entitlements, Service Contracts, Contract Line Items, Renewal Opportunities & Renewal Opportunity Products) to Sales/Renewal Rep's Opportunity page layouts, see the screenshot below for the example.



Renewal Management Use Case – Subscription Based Products

Assets New Asset Assets Help ?								
Action	Asset Name	Account Name	Product Name	Purchase Date	Usage End Date	Quantity	Price	Status
Edit Del	Premium Support	BoonPlus	Premium Support	6/1/2012	5/31/2013	1.00	\$2,400	Purchased
Edit Del	Cloud Service Subscription	BoonPlus	Cloud Service Subscription	6/1/2012	5/31/2013	10.00	\$12,000	Purchased

Entitlements Entitlements Help ?								
Action	Entitlement Name	Asset Name	Account Name	Product	Start Date	End Date	Status	Status Icon
Create Case	Premium Support	Premium Support	BoonPlus	Premium Support	6/1/2012	5/31/2013	Active	✓
Create Case	Cloud Service Subscription	Cloud Service Subscription	BoonPlus	Cloud Service Subscription	6/1/2012	5/31/2013	Active	✓

Service Contracts Service Contracts Help ?									
Action	Contract Name	Account Name	Start Date	End Date	Line Items	Total Price	Description	Status	Status Icon
	2012-2013 Service Contract	BoonPlus	6/1/2012	5/31/2013	2	\$14,400.00	2012-2013 Service Contract Coverage: All Products, All Contacts, All Services and All Sites	Active	✓

Contract Line Items Contract Line Items Help ?									
Action	Line Item Number	Service Contract Name	Product Name	Start Date	End Date	Total Price	Description	Status	Status Icon
	1	2012-2013 Service Contract	Premium Support	6/1/2012	5/31/2013	\$2,400.00	20% of the 1 Year 'Cloud Service Subscription' Total Price	Active	✓
	2	2012-2013 Service Contract	Cloud Service Subscription	6/1/2012	5/31/2013	\$12,000.00	1 Year Cloud Service Subscription	Active	✓

Renewal Opportunities New Opportunity Renewal Opportunities Help ?					
Action	Opportunity Name	Account Name	Close Date	Amount	Stage
Edit Del	2013 Renewal Opportunity	BoonPlus	5/1/2013	\$14,400.00	Prospecting

Renewal Opportunity Products Renewal Opportunity Products Help ?					
Action	Renewal Opportunity Name	Product	Sales Price	Quantity	Total Price
Edit Del	2013 Renewal Opportunity	Cloud Service Subscription - Renewal	\$1,200.00	10.00	\$12,000.00
Edit Del	2013 Renewal Opportunity	Premium Support - Renewal	\$2,400.00	1.00	\$2,400.00



Renewal Management Use Case – Subscription Based Products

- **Service Contract**
Based on the settings in the “Created From Opportunity”, the Service Contract Name is set to “2012-2013 Service Contract”.

Service Contract Detail									
Service Contract Owner	SubSrv Dev				Status Icon				
Contract Number	00009183				Start Date	6/1/2012			
Contract Name	2012-2013 Service Contract				End Date	5/31/2013			
Description	2012-2013 Service Contract Coverage: All Products, All Contacts, All Services and All Sites				Term (months)	12			
Account Name	BoonPlus				Special Terms				
Contact Name					Line Items	2			
Subtotal	\$14,400.00				Shipping and Handling				
Discount	0.00%				Tax				
Total Price	\$14,400.00				Grand Total	\$14,400.00			
Billing Address					Shipping Address				
Created By	SubSrv Dev , 7/9/2012 12:07 AM				Last Modified By	SubSrv Dev , 7/9/2012 12:07 AM			

Renewal Management Information
Created From [10 x Cloud Service Subscription plus Premium Support](#)

Entitlements [Entitlements Help ?](#)

Action	Entitlement	Line Item Number	Account Name	Product	Start Date	End Date	Status	Status Icon
Create Case	Premium Support	1	BoonPlus	Premium Support	6/1/2012	5/31/2013	Active	
Create Case	Cloud Service Subscription	2	BoonPlus	Cloud Service Subscription	6/1/2012	5/31/2013	Active	

Contract Line Items (Price Book A) [Add Line Item](#) [Contract Line Items \(Price Book A\) Help ?](#)

Action	Line Item Number	Created From Opportunity	Product Name	Start Date	End Date	Total Price	Description	Status	Status Icon
	1	10 x Cloud Service Subscription plus Premium Support	Premium Support	6/1/2012	5/31/2013	\$2,400.00	20% of the 1 Year 'Cloud Service Subscription' Total Price	Active	
	2	10 x Cloud Service Subscription plus Premium Support	Cloud Service Subscription	6/1/2012	5/31/2013	\$12,000.00	1 Year Cloud Service Subscription	Active	



Renewal Management Use Case – Subscription Based Products

- “Premium Support” Contract Line Item

Contract Line Item Detail			
Line Item Number	1	Status Icon	
Product	Premium Support	Start Date	6/1/2012
Service Contract	2012-2013 Service Contract	End Date	5/31/2013
Description	20% of the 1 Year 'Cloud Service Subscription' Total Price		
List Price	\$0.00	Subtotal	\$2,400.00
Sales Price	\$2,400.00	Discount	
Quantity	1.00	Total Price	\$2,400.00
Asset Name	Premium Support		
Created By	SubSrv Dev , 7/9/2012 12:07 AM	Last Modified By	SubSrv Dev , 7/9/2012 12:07 AM
▼ Renewal Management Information			
Created From Opportunity	10 x Cloud Service Subscription plus Premium Support	Created From Opportunity Product Link	https://na12.salesforce.com/00kU00000003KdrwIAC

- “Cloud Service Subscription” Contract Line Item

Contract Line Item Detail			
Line Item Number	2	Status Icon	
Product	Cloud Service Subscription	Start Date	6/1/2012
Service Contract	2012-2013 Service Contract	End Date	5/31/2013
Description	1 Year Cloud Service Subscription		
List Price	\$1,200.00	Subtotal	\$12,000.00
Sales Price	\$1,200.00	Discount	
Quantity	10.00	Total Price	\$12,000.00
Asset Name	Cloud Service Subscription		
Created By	SubSrv Dev , 7/9/2012 12:07 AM	Last Modified By	SubSrv Dev , 7/9/2012 12:07 AM
▼ Renewal Management Information			
Created From Opportunity	10 x Cloud Service Subscription plus Premium Support	Created From Opportunity Product Link	https://na12.salesforce.com/00kU00000003KdrwIAC



Renewal Management Use Case – Subscription Based Products

- **Renewal Opportunity**

Based on the settings in the “Created From Opportunity” and Renewal Management Application, the Opportunity Name is set to “2013 Renewal Opportunity” and the Close Date (5/1/2013) = Service Contract End Date (5/31/2013) – Days before Entitlement End Date (30 Days).

▼ Opportunity Information

Opportunity Owner	SubSrv Dev [Change]	Amount	\$14,400.00
Private	☐	Expected Revenue	\$1,440.00
Opportunity Name	2013 Renewal Opportunity	Close Date	5/1/2013
Account Name	BoonPlus	Next Step	
Type	Renewal	Stage	Prospecting
Lead Source		Probability (%)	10%
		Primary Campaign Source	
Created By	SubSrv Dev , 7/9/2012 9:28 PM	Last Modified By	SubSrv Dev , 7/9/2012 9:28 PM
Description			

► Renewal Management Information

[Edit](#) [Delete](#) [Clone](#) ▼

Products (Price Book A)

[Add Product](#) [Edit All](#) [Choose Price Book](#) [Products \(Price Book A\) Help](#) [?](#)

[Sort](#)

Action	Product	Sales Price	Quantity	Total Price	Line Description
Edit Del	Cloud Service Subscription - Renewal	\$1,200.00	10.00	\$12,000.00	1 Year Cloud Service Subscription
Edit Del	Premium Support - Renewal	\$2,400.00	1.00	\$2,400.00	20% of the 1 Year 'Cloud Service Subscription' Total Price

Things to know

- How the “Start Date” is selected by the Renewal Management for the New Entitlements?
 - 1st Priority: The Entitlement Start Date from the Opportunity Product record if it is greater than the Service Contract Start Date in the Opportunity record.
 - 2nd Priority: The Entitlement Start Date from the Opportunity record if it is greater than the Service Contract Start Date in the Opportunity record.
 - 3rd Priority: The Service Contract Start Date from the Opportunity record.
 - Default: Today's Date.
- How the “End Date” is selected/calculated by the Renewal Management for the New Entitlements?
 - 1st Priority: The Term from the Entitlement Template that is associated to the Opportunity Product if the “No Override Template Term” checkbox is checked in the Product.
 - 2nd Priority: The Entitlement End Date or Entitlement Term from the Opportunity Product record if it is earlier than the Service Contract End Date in the Opportunity record.
 - 3rd Priority: The Entitlement End Date or Entitlement Term from the Opportunity record if it is earlier than the Service Contract End Date in the Opportunity record.
 - 4th Priority: The Term from the Entitlement Template that is associated to the Opportunity Product if the Start Date + Template Term is earlier than the Service Contract End Date in the Opportunity record.
 - 5th Priority: The Service Contract End Date from the Opportunity record.
 - Default: Default Term from the Renewal Management Application settings.



Renewal Management Use Case – Subscription Based Products

Scenario # 4 - Existing Customer, New Order, Co-Term, Service Contract Enabled

Scenario # 4 is very similar to scenario # 2, the only difference is that the Service Contract is enabled in this scenario. On 9/1/2012, the same customer from Scenario # 3 wants to add “Cloud Service Subscription” and “Premium Support” for 5 additional users to their subscription.

- How should the Sales/Renewal Rep configure the Renewal Management Settings in Opportunity for this new order so the two orders from the same customer can be co-terminated in next year's renewal?

Solution (Done by the Sales/Renewal Rep)

- Create the Opportunity and configure its Renewal Management settings
 - The Sales/Renewal rep should follow the screenshot below and create the opportunity.

▼ Opportunity Information				
Opportunity Owner	SubSrv Dev [Change]	Amount	\$5,400.00	
Private	☐	Expected Revenue	\$5,400.00	
Opportunity Name	5 x Cloud Service Subscription plus Premium Support		Close Date	9/1/2012
Account Name	BoonPlus		Next Step	
Type		Stage	Closed Won	
Lead Source		Probability (%)	100%	
		Primary Campaign Source		
Created By	John Smith , 6/8/2012 5:20 PM		Last Modified By	SubSrv Dev , 7/8/2012 11:58 PM

- Add products to this opportunity.

Products (Price Book A)						
Add Product Edit All Choose Price Book Products (Price Book A) Help ? Sort						
Action	Product	Created From Opportunity	Sales Price	Quantity	Total Price	Line Description
Edit Del	Cloud Service Subscription		\$900.00	5.00	\$4,500.00	9 Months Cloud Service Subscription
Edit Del	Premium Support		\$900.00	1.00	\$900.00	20% of the 9 Months 'Cloud Service Subscription' Total Price



Renewal Management Use Case – Subscription Based Products

- Configure the Renewal Management settings and Save.

▼ Renewal Management Information	
Run Renewal Management ☒	Reset Renewal Management ☐
Asset Purchase Date 9/1/2012	New Service Contract Start Date
Asset Usage End Date 5/31/2013	New Service Contract End Date
New Service Contract Name	New Service Contract Term (Months)
New Renewal Opportunity Name	Entitlement Start Date 9/1/2012
CoTerm With Current Service Contract 2012-2013 Service Contract	Entitlement End Date
CoTerm With Existing Renewal Opportunity 2013 Renewal Opportunity	Entitlement Term (Months)

Results

- New records created by “Renewal Management”
 - 2 x Assets.
 - 2 x Entitlements.
 - 2 x Contract Line Items.
 - 2 x Renewal Opportunity Products.

Assets New Asset Assets Help ?								
Action	Asset Name	Account Name	Product Name	Purchase Date	Usage End Date	Quantity	Price	Status
Edit Del	Premium Support	BoonPlus	Premium Support	9/1/2012	5/31/2013	1.00	\$900	Purchased
Edit Del	Cloud Service Subscription	BoonPlus	Cloud Service Subscription	9/1/2012	5/31/2013	5.00	\$4,500	Purchased

Entitlements Entitlements Help ?								
Action	Entitlement Name	Asset Name	Account Name	Product	Start Date	End Date	Status	Status Icon
Create Case	Premium Support	Premium Support	BoonPlus	Premium Support	9/1/2012	5/31/2013	Inactive	✓
Create Case	Cloud Service Subscription	Cloud Service Subscription	BoonPlus	Cloud Service Subscription	9/1/2012	5/31/2013	Inactive	✓

Service Contracts Service Contracts Help ?								
No records to display								

Renewal Management Use Case – Subscription Based Products

Contract Line Items Contract Line Items Help ?									
Action	Line Item Number	Service Contract Name	Product Name	Start Date	End Date	Total Price	Description	Status	Status Icon
	3	2012-2013 Service Contract	Premium Support	9/1/2012	5/31/2013	\$900.00	20% of the 9 Months 'Cloud Service Subscription' Total Price	Inactive	✓
	4	2012-2013 Service Contract	Cloud Service Subscription	9/1/2012	5/31/2013	\$4,500.00	9 Months Cloud Service Subscription	Inactive	✓

Renewal Opportunities New Opportunity Renewal Opportunities Help ?									
No records to display									

Renewal Opportunity Products Renewal Opportunity Products Help ?									
Action	Renewal Opportunity Name		Product			Sales Price	Quantity	Total Price	
Edit Del	2013 Renewal Opportunity		Cloud Service Subscription - Renewal			\$900.00	5.00	\$4,500.00	
Edit Del	2013 Renewal Opportunity		Premium Support - Renewal			\$900.00	1.00	\$900.00	

- Co-Terminated Service Contract**

Two new Entitlements and two new Contract Line Items (“3” & “4”) were added to the Service Contract - “2012-2013 Service Contract” created in scenario # 3. Now the two orders “10 x Cloud Service Subscription plus Premium Support” and “5 x Cloud Service Subscription plus Premium Support” are “Co-Terminated” by the same Service Contract.

Service Contract Detail

Service Contract Owner	SubSrv Dev	Status Icon	
Contract Number	00009183	Start Date	6/1/2012
Contract Name	2012-2013 Service Contract	End Date	5/31/2013
Description	2012-2013 Service Contract Coverage: All Products, All Contacts, All Services and All Sites	Term (months)	12
Account Name	BoonPlus	Special Terms	
Contact Name		Line Items	4
Subtotal	\$19,800.00	Shipping and Handling	
Discount	0.00%	Tax	
Total Price	\$19,800.00	Grand Total	\$19,800.00
Billing Address		Shipping Address	
Created By	SubSrv Dev, 7/9/2012 12:07 AM	Last Modified By	SubSrv Dev, 7/9/2012 12:28 AM

▼ Renewal Management Information

Created From Opportunity

 10 x Cloud Service Subscription plus Premium Support



Renewal Management Use Case – Subscription Based Products

Entitlements

Entitlements Help

Action	Entitlement	Line Item Number	Account Name	Product	Start Date	End Date	Status	Status Icon
Create Case	Premium Support	1	BoonPlus	Premium Support	6/1/2012	5/31/2013	Active	✓
Create Case	Cloud Service Subscription	2	BoonPlus	Cloud Service Subscription	6/1/2012	5/31/2013	Active	✓
Create Case	Premium Support	3	BoonPlus	Premium Support	9/1/2012	5/31/2013	Inactive	✗
Create Case	Cloud Service Subscription	4	BoonPlus	Cloud Service Subscription	9/1/2012	5/31/2013	Inactive	✗

Contract Line Items (Price Book A)

Add Line Item

Contract Line Items (Price Book A) Help

Action	Line Item Number	Created From Opportunity	Product Name	Start Date	End Date	Total Price	Description	Status	Status Icon
	1	10 x Cloud Service Subscription plus Premium Support	Premium Support	6/1/2012	5/31/2013	\$2,400.00	20% of the 1 Year 'Cloud Service Subscription' Total Price	Active	✓
	2	10 x Cloud Service Subscription plus Premium Support	Cloud Service Subscription	6/1/2012	5/31/2013	\$12,000.00	1 Year Cloud Service Subscription	Active	✓
	3	5 x Cloud Service Subscription plus Premium Support	Premium Support	9/1/2012	5/31/2013	\$900.00	20% of the 9 Months 'Cloud Service Subscription' Total Price	Inactive	✗
	4	5 x Cloud Service Subscription plus Premium Support	Cloud Service Subscription	9/1/2012	5/31/2013	\$4,500.00	9 Months Cloud Service Subscription	Inactive	✗

- Co-Terminated Renewal Opportunity**

Two additional Renewal Opportunity Product Line Items were added to the Renewal Opportunity - "2013 Renewal Opportunity" created in scenario # 3. Now the two orders "10 x Cloud Service Subscription plus Premium Support" and "5 x Cloud Service Subscription plus Premium Support" are "Co-Terminated" by the same Renewal Opportunity.

▼ Opportunity Information			
Opportunity Owner	<u>SubSrv Dev</u> [Change]	Amount	\$19,800.00
Private	☐	Expected Revenue	\$1,980.00
Opportunity Name	2013 Renewal Opportunity	Close Date	5/1/2013
Account Name	<u>BoonPlus</u>	Next Step	
Type	Renewal	Stage	Prospecting
Lead Source		Probability (%)	10%
		Primary Campaign Source	
Created By	<u>SubSrv Dev</u> , 7/9/2012 12:07 AM	Last Modified By	<u>SubSrv Dev</u> , 7/9/2012 12:28 AM
Description			
► Renewal Management Information			
Edit Delete Clone ▼			



Renewal Management Use Case – Subscription Based Products

Products (Price Book A)						
Add Product Edit All Choose Price Book Products (Price Book A) Help Sort ?						
Action	Product	Created From Opportunity	Sales Price	Quantity	Total Price	Line Description
Edit Del	Cloud Service Subscription - Renewal	10 x Cloud Service Subscription plus Premium Support	\$1,200.00	10.00	\$12,000.00	1 Year Cloud Service Subscription
Edit Del	Cloud Service Subscription - Renewal	5 x Cloud Service Subscription plus Premium Support	\$900.00	5.00	\$4,500.00	9 Months Cloud Service Subscription
Edit Del	Premium Support - Renewal	10 x Cloud Service Subscription plus Premium Support	\$2,400.00	1.00	\$2,400.00	20% of the 1 Year 'Cloud Service Subscription' Total Price
Edit Del	Premium Support - Renewal	5 x Cloud Service Subscription plus Premium Support	\$900.00	1.00	\$900.00	20% of the 9 Months 'Cloud Service Subscription' Total Price