Scale faster and grow your AWS Marketplace renewal practice

The AWS Marketplace Channel Seller Renewal Playbook outlines the operational workflow and provides recommended best practices, tools, and resources to help you successfully manage and grow your AWS Marketplace Channel Partner Private Offer (CPPO) renewals. Use these resources as a guide to develop and optimize your AWS Marketplace CPPO renewals practice.
The following are recommended best practices that enable AWS Marketplace Channel Sellers to kick-start, maintain, and scale their renewals business. This is not intended to be a start to finish methodology but rather a continuous process that provides the necessary foundation to establish and grow with renewals.

### Start the Process Early!
Establish an internal, operational workflow and engage with relevant stakeholders and customers as early as 120, 90, and 60 days out from a CPPO renewal expiration date. Use each milestone as an opportunity to maintain customer relationships, quality assurance, customer satisfaction, and identify opportunities to grow and expand CPPO renewal deals.

### Plan and Manage
Make renewals part of your rhythm of business for goal setting, quarterly reviews, strategic account planning, forecasting and pipeline management. **KNOW** your business, so you can **GROW** your business!

### Dedicated Resources and Coverage
Scale your CPPO renewal practice using dedicated operations resources and renewal specialists with training and expertise to guide your sales teams and customers through the CPPO renewal process (see AWS Marketplace Channel Training Academy resource links below). Establishing these trusted advisors will help scale and streamline the process to ensure a smooth transaction for your customer.
Best Practices (continued)

Communication
AWS, ISV, and Channel Partner opportunity stakeholders should communicate early and often to help ensure all parties are aligned. Setting expectations upfront around the roles and responsibilities of the CPPO renewal motion and opportunity workflow will help to avoid confusion and help improve the customer experience.

CRM Tools, Calendar, and Reporting
AWS Marketplace Channel Sellers find success using proprietary CRM tools and calendar reminders to track CPPO renewal opportunities. Using automation (when possible) to create future dated opportunities and reminders at the onset of a transaction helps ensure preparedness in advance of CPPO expiration dates.

Use Seller Reporting to effectively track and manage your CPPO renewal opportunities. Prioritizing these reports by Customer ID, Product ID, Start Date, End Date, and TCV (Total Contract Value) will assist in avoiding missed opportunities.

Call Scripts, Needs Analysis, and Templates
Standardize your CPPO renewal messaging to ensure quality assurance, customer experience and value proposition are consistent with your organization.

Notifications
AWS Marketplace provides visibility into a CPPO lifecycle through a series of email notifications: opportunity published, opportunity updated and CPPO acceptance. Opportunity and Acceptance notifications provide visibility into a CPPO transaction and help keep you up to date on the status of your CPPO renewal offers. Add up to 10 unique email addresses to help ensure your team stays informed. Creating group email alias' is a great way to ensure the right teams of individuals have awareness, even if they change roles or leave the organization.

ACE Hygiene
Eligible APN Customer Engagements Program (ACE) partners can drive visibility and awareness through ACE by highlighting the impact in an account and/or areas (geos, segments, workloads). IMPORTANT: CPPO renewals qualify as "validated" ACE opportunities if they show incremental growth, expansion and project is not yet completed. Establish a tactical process with increased rigor around CPPO renewals and pipeline management, including weekly pipeline review, audit, entry, update, “launched” validation, account alignment and regular partner leadership reporting. Maintaining ACE hygiene helps to establish relationships and earn trust with AWS Sales communities in support of co-sell motions. It also helps unlock support (technical or sales) from AWS to accelerate opportunities, potential funding and AWS referred opportunities downstream.

Value Add Offerings
Develop joint offerings that combine software, services and support that drive better customer outcomes. Having a value-add strategy that combines best of breed products and services will differentiate your organization and provide a complete, compelling solution for customers to renew their CPPO.
Operational Workflow

The Operational Workflow section of this playbook gives a brief overview of the workflow process for CPPO renewals in AMMP. Included are key steps in the process and available resources to support the Channel Seller in successfully executing the end-to-end process of renewals.

1. ISV/Channel Partner agree and align on terms and pricing with customer
   Aligning on product details, dimensions, terms and conditions, and payment terms in advance helps ensure preparedness and a smooth transaction.

2. Renewals Checkbox in AMMP
   For a renewal, the ISV must check the Renewals Checkbox in AMMP during the authorization to ensure the correct fee is applied.

3. ISV Authorizes CP for Private Offer through AMMP
   ISV can now extend an authorization to the Channel Partner based on the agreed upon product details, terms and discounts to create the CPPO renewal offer.

4. CP creates and extends the private offer
   In this final step, the Channel Partner has the option to 1) create a renewal opportunity with an existing agreement, or 2) create a net new agreement.

Renewal How To Resources

**Upgrading SaaS Contract Private Offers** | An overview of SaaS contract products and the process for upgrading and renewing subscriptions both with and without a flexible payment scheduler (FPS). [Video Link] | [Checklist Link]

**Upgrading AMI Annual Private Offers** | An overview of Amazon Machine Images (AMI) annual products and the process for upgrading and renewing subscriptions both with and without a flexible payment scheduler (FPS). [Video Link] | [Checklist Link]

**Upgrading Hourly Subscriptions** | An overview of Amazon Machine Images (AMI) hourly and software as a service (SaaS) subscription products, upgrades, and renewals, offer creation, and a review of buyer subscription instructions. [Video Link] | [Checklist Link]
Frequently Asked Questions

What is an AWS Marketplace CPPO “renewal?”
An AWS Marketplace CPPO renewal is when an ISV and/or Channel Partner and their customer decide to renew their current software license or services at the end of a contract via a CPPO.

What is an AWS Marketplace Channel “Seller?”
An AWS Marketplace Channel Seller is an Independent Software Vendor or Channel Partner that uses AWS Marketplace Channel Programs to sell software, solutions, and services to end customers.

Why should I care about CPPO renewals?
Developing a renewal strategy along with the operational excellence to support CPPO renewals will drive positive customer outcomes, customer satisfaction, recurring revenue, and contribute to the long-term growth, innovation and business objectives of your organization.

Who and when should I engage the appropriate stakeholders to help my customer renew their CPPO?
Outreach to points of contact at an ISV, Channel Partner and AWS engaged in the initial CPPO transaction is a great way to start! This may include a Partner Manager, Alliance Leads, Operations Specialist or Account Executive. Established points of contact across AWS Marketplace (CAMs, Channel Adoption, Category Leads), AWS Field Communities including AWS Commercial and Public Sector account teams (Sales, SA, PSM/ISM) and APO resources (PDMs, PDSAs and BDs) are also available to help guide you through the process.

If I am an ISV why would I engage a Channel Partner in a CPPO renewal?
Expand your AWS Marketplace Channel business by engaging your Channel Partners in a CPPO renewal. Channel Partners offer a variety of services and customer financing to help your end customer optimize their software investment and increase their spend commitment.

If I am a Channel Partner why would I engage an ISV in a CPPO renewal?
Communicating early and often with an ISV regarding a CPPO renewal can help a partner stay ahead of the reauthorization process. CPPO renewals are an opportunity to 1) build and strengthen a channel partnership with an ISV by providing professional services and other value-add offerings like support, billing and optimization services; 2) learn about new products and cloud solutions to upsell, delivering a more complete solution.

What are some common upgrade or renewal scenarios?
When a customer is looking for new or different terms, different pricing, new or different duration, or renew contract before it expires. Some scenarios also include upsell options and true ups on the number of license already purchased.

How can I view upcoming CPPO renewals?
CPPO agreements can be viewed in AMMP by navigating to the “Agreements” tab or through AWS Marketplace Seller Reporting. It’s important to note that AMMP does not specifically show “upcoming renewals” but rather in communicates agreement data. Therefore, you can determine which agreements are in need of renewal review.
Can I renew a CPPO before it expires?
Yes, you do not need to wait until expiration of the agreement. Renewing early helps to ensure the customer has continuous access to the software. Using Flexible Payment Schedules you may renew earlier, helping to ensure customers have continuous access to the software.

Where does the renewals “checkbox” appear in AMMP?
The renewal checkbox appears in AMMP during the authorization process. Only the ISV is responsible for indicating if the authorization is a renewal. This step is critical in determining the correct fee will be applied.

I am a Channel Partner, do I check the renewal “checkbox” in AMMP?
No, only ISVs are prompted with the renewal checkbox in AMMP during the authorization process.

When can I expect payment on a renewal deal?
AWS will invoice the end customer and distribute payments to the Channel Partner and the ISV when the payment is received. Please see the Disbursement Report for more details.

What roles does AWS Marketplace play in supporting my CPPO renewals?
When you resell software or sell professional services in AWS Marketplace; you are the Seller of Record (SOR). AWS and AWS Marketplace teams will work with you to drive that renewal or expansion through AWS Marketplace and CPPO.

Does AWS Marketplace have resources to help support my CPPO renewals?
Yes, AWS has several teams dedicated to partner success. Specifically, the AWS Marketplace Channel team's primary focus is to support you in building, educating, managing, marketing, and scaling your AWS Marketplace Channel practice and developing your CPPO renewal business.

I have more questions about how I can develop my CPPO renewal strategy. Who should I reach out to?
Reach out to aws-mp-channel@amazon.com for support with CPPO renewals.
Resources

AWS Marketplace Channel Training Academy (ISV)
The ISV training track is designed to accelerate the onboarding and training of your sales, marketing, and operations teams in AWS Marketplace best practices. Training topics include:

- AWS Marketplace Best Practices
- Seller Reports
- ISV Self-Service Authorizations
- ACE Opportunity Submission and more...

AWS Marketplace Channel Training Academy (Channel Partner)
The Channel program training track is designed for Channel Partner sales, marketing, and operations teams to expand their knowledge and adoption of AWS Marketplace programs and features. Training topics include:

- AWS Marketplace Best Practices
- Seller Reports
- Sales Enablement
- AWS Marketplace Skilled Channel Partner Designation and more...

Channel Partner Private Offers (CPPO)
Channel Partner Private Offers (CPPO) enables Independent Software Vendors (ISVs) to authorize Channel Partners to receive wholesale pricing on their software. This feature allows Independent Software Vendors (ISVs) to authorize Channel Partners to own and maintain the financial and contractual relationship with customers in AWS Marketplace.

AWS Marketplace Seller Guide
AWS Marketplace Seller Guide is a resource for AWS Marketplace Sellers to access information on operations-based activities to help manage their AWS Marketplace business. The guide primarily includes details regarding the lifecycle of onboarding and managing a product listing, private offers, renewals, notifications, security, and other information data.