OVERVIEW

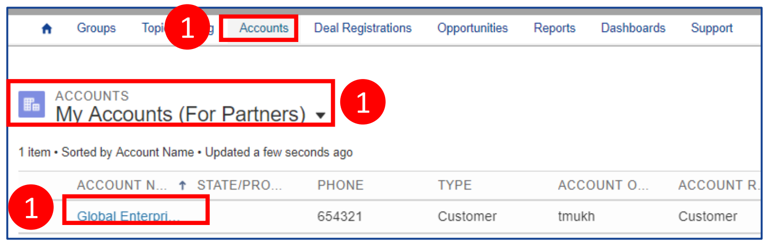
- Only Partner Relationship Managers can create new Additional Resource Requests
- From Nokia's Partner Portal; the following types of Additional Resource Requests can be submitted

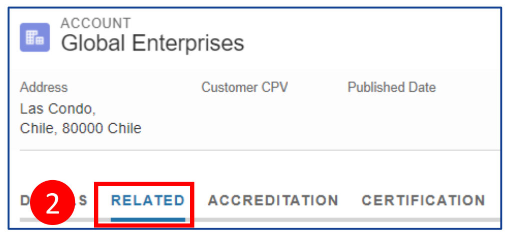
1. Co-Op
2. Deal Registration
3. Invoice Tracking
4. Order Tracking
5. Library
6. SFDC PRM
7. USA Pricing
8. CPQ (Config/Price/Quote)
9. ACM (Advanced Configuration Mgr)
10. Nokia DAC Info Center and Training
11. Nokia DAC Offer and Order Tool

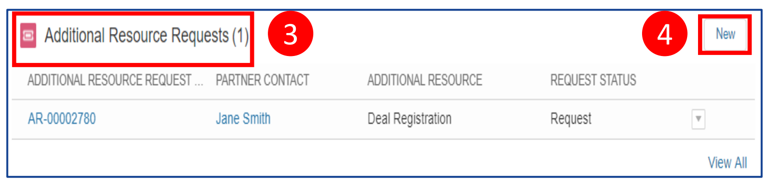
CREATE NEW RESOURCE REQUEST (PRM'S ONLY)

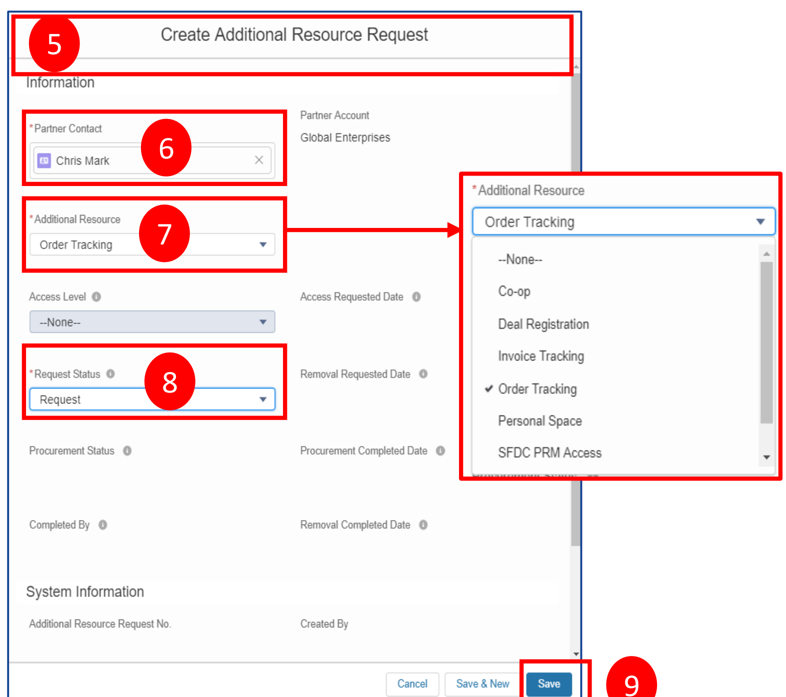
1. From within Partner Portal; select **Accounts > My Accounts (For Partners)** and open your account record
2. Click **Related**
3. Scroll to **Additional Resource Requests** section
4. Click **New**
5. **Create Additional Resource Request** form displays
6. **Partner Contact**: Click on field and search / select Partner Contact for whom request is being made
7. **Additional Resource (Type):** Select corresponding type of request
   - ACM (Advanced Configurator Manager)
   - Co-Op
   - CPQ
   - Deal Registration
   - Invoice Tracking
   - Order Tracking
   - Library
   - SFDC PRM Access
   - USA Pricing
   - NDAC Info Center & Training
   - NDAC Offer & Order tool
8. **Request Status:** Select **Request**
9. Click **Save;** confirmation message displays
10. Partner User will be **notified of outcome** (granted/rejected)

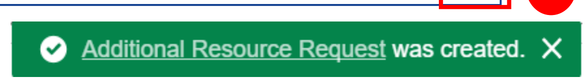
Only one (1) Additional Resource Request record per Tool per Partner User is allowed











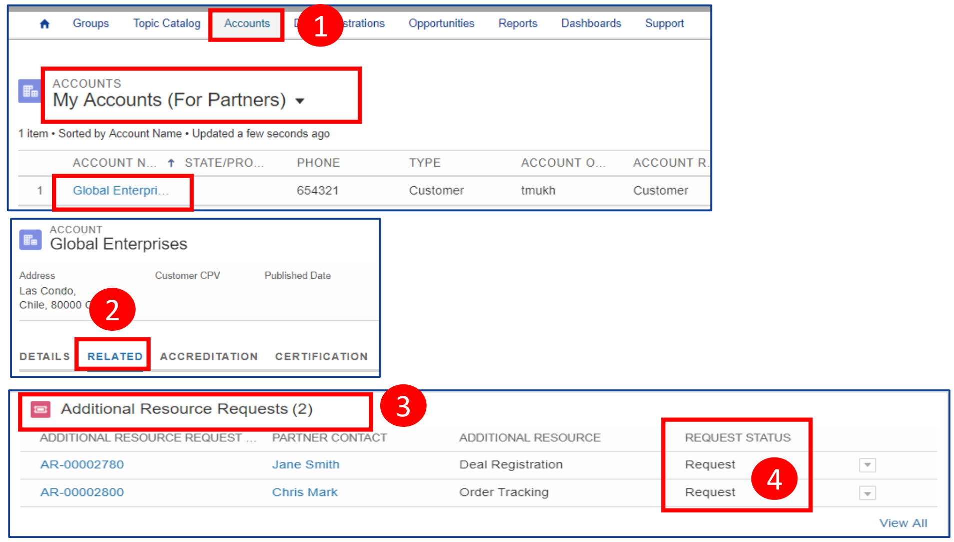
EXCEPTIONS

- **Library Requests:** The **Access Level** field becomes available and is required; select **Admin** or **Viewer**
- **USA Pricing:** Is only a valid selection for Partners located within North America market

VIEW RESOURCE REQUEST STATUS (PARTNER USERS – READ ONLY)

Partner Users will have **read-only** access to Resource Requests which allows them to view and check the status of Resource Requests for their account.
Follow these steps to view Status of Resource Requests:

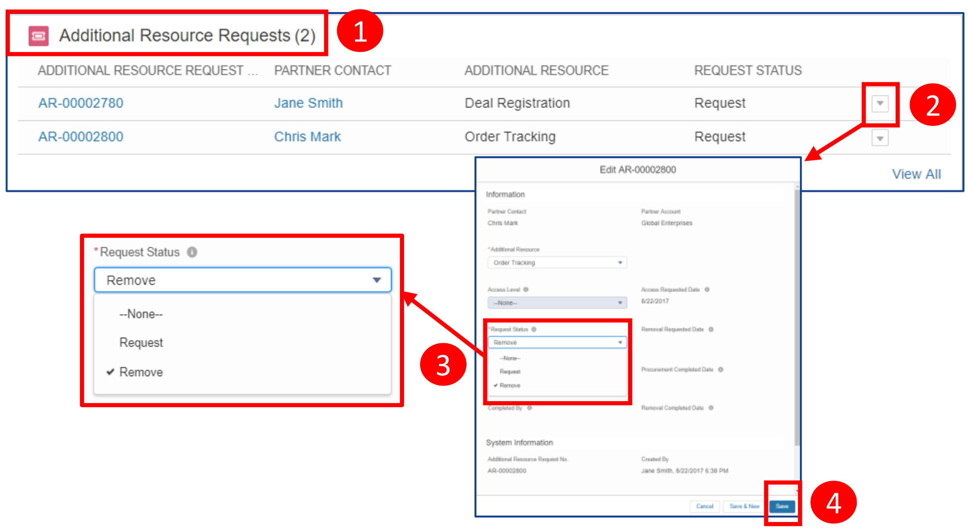
1. From within Partner Portal; select **Accounts > My Accounts (For Partners)** and open your account record
2. Click **Related**
3. Scroll to **Additional Resource Requests** section
4. Check **Request Status**
5. Partner User will be **notified of outcome** (granted/rejected)



REMOVE RESOURCE REQUEST (PRM USER ONLY)

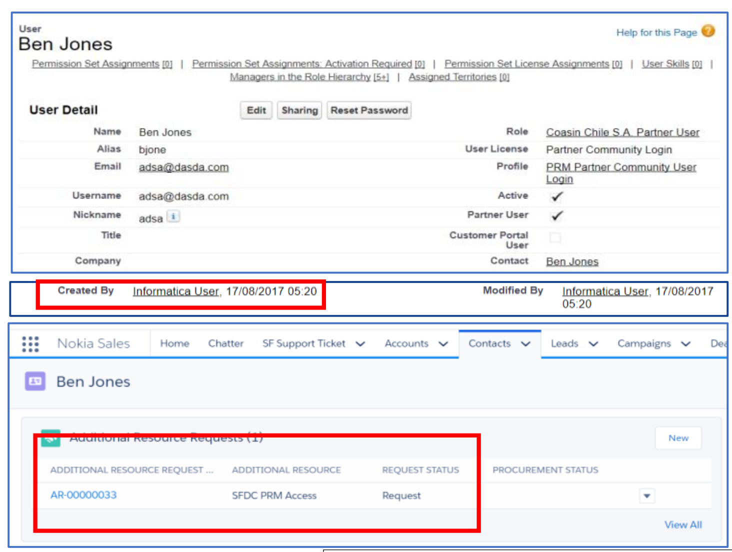
PRM's have the ability to cancel or remove Resource Requests by editing their Status.
Follow these steps to edit the Status of a Resource Request:

1. From Account record; scroll to **Additional Resource Requests** section
2. Click **Drop-Down**; select **Edit**
3. **Request Status:** Update from Request > **Remove**
4. Click **Save**



NEW PARTNER USERS – REQUEST FOR PRM ACCESS AUTO-CREATED

- When a **New Partner User** is created; Salesforce automatically creates an **Additional Resource Request** for **'SFDC PRM Access'**.
- This notifies the PRM Admins to provision the additional SFDC access for the partner.



For assistance, send email to: gss.partnersupport@nokia.com
Please include: Your name, official company name, country, phone number (optional), question or description of the problem (add screenshots and URL if possible or relevant)