

Frequently Asked Questions

Q1: What products are impacted by the March 1, 2024 price adjustment?

All Initial Support SKUs will be affected.

Q2: If distributor quotes a partner with pricing based on old MSRPs and the partner places an order against the Distributor, is there a cutoff date?

The cutoff date will be when RUCKUS's quote expires. The PO must be placed before the quote expiration date.

Q3: Our Partners have approved DDOs with discounts based on old MSRP. When sales creates new DDOs, will they use the same discounts?

If a new DDO is generated after March 1, 2024 the discount previously approved will remain the same.

Q4: Our Partners have approved DDOs with discounts based on old MSRP. When sales creates new DDOs, will they use the same MSRP?

If a new DDO is generated after March 1, 2024 the new MSRP will be reflected.

Q5: When is the last day I can submit a DDO with the old MSRP?

The last day to submit a DDO with the old MSRP is February 29, 2024.

Q6: If I send a PO for a renewal after February 29, 2024 on a quote with pricing prior to the March, 2024 price adjustment, will it be accepted by RUCKUS?

The new renewal MSRP will take effect July 1, 2024, any renewals where a PO is received before 4:00 p.m. local time, June 26, 2024 will use the old MSRP.

Q7: What is the approval process to keep the original price?

Standard DDOs and SPC process can be leveraged when non-standard pricing is requested. E-RATE and anything contractual will be reviewed as an exception and approved by Regional Market Manager and Regional Vice President.

Q8: If a DDO expires on or before March 1, 2024, can I request an extension?

No, please create a new quote pulling in new MSRP.

Q9: If I have a DDO in place that includes support discounts, does this extend to renewals?

No, DDO discounts do not apply to renewals, they only apply for the specific products and associated support detailed in the DDO, for the duration of the DDO.

Q10: How will the support price changes impact renewals?

The price adjustment for renewals will go into effect on July 1, 2024. All Renewal quotes must reflect the new price from this point on.

Q11: Can I execute an early renewal for support expiring after July 1, 2024 or later, and maintain the old pricing?

No. All support expiring after July 1, 2024, is subject to the new pricing.

Q12: How will renewal support price changes be reflected on the price lists?

Given that the support price changes for renewals will not take place until July 1, 2024, the new prices for renewals will not be reflected on the price lists until the July 1, 2024 releases. Prices for new support will be published on the March 1, 2024 price lists.

Q13: When will Q3 2024 Renewal Quotes be available?

The RUCKUS Renewals team will start quoting Q3 2024 quotes 90 days in advance, starting with large dollar opportunities and working our way down the pipeline. Any Q3 renewals that were not manually quoted by July 1, 2024 will be available on the RUCKUS Partner Portal/Renewals Dashboard around July 9, 2024. The Renewals Dashboard will be unavailable from June 26th – July 9, 2024.

Q14: What will happen to all prior Quarter Renewal Opportunities and Quotes that are still open after the June 26, 2024 PO cutoff date?

All Opportunities/Quotes that are open after the June 26, 2024 PO cut off date will be moved to Closed/Lost in the RUCKUS systems and they will be removed from the RUCKUS Partner Portal/Renewals Dashboard. A new quote at the new pricing will be required.

Q15: If I send a PO for a renewal after June 26, 2024 PO cut off date on a quote with pricing prior to the July 1, 2024 price adjustment, will it be accepted by RUCKUS?

No, PO's received after 4:00 p.m. local time zone, June 26, 2024 will be rejected and the opportunity will have to be requoted at the new price. A New PO will be required.

Q16: Can I submit a purchase order for a Q3 renewal at the increased price prior to July 1, 2024?

Yes, however PO's at the new price will not be processed until July 1, 2024 or after.