
AWS Elemental Appliances and Software Quote Confirmation

User Guide



AWS Elemental Appliances and Software Quote Confirmation: User Guide

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What is AWS Elemental Appliances and Software Quote Confirmation service?

AWS Elemental Appliances and Software's Quote Confirmation service lets you place orders for AWS Elemental products and services using the AWS Management Console.

Accessing AWS Elemental Appliances and Software Quote Confirmation

You can access Quote Confirmation through the console at this address: <https://console.aws.amazon.com/elemental-appliances-software/>

Pricing for AWS Elemental Appliances and Software Quote Confirmation service

There are no fees or usage charges for using your AWS account to place orders with AWS Elemental. All new AWS accounts require a credit card for billing and fraud prevention, but you incur charges only for the AWS Elemental Appliances and Software that you use. As long as you don't use other AWS services, the credit card on file isn't charged.

The AWS Free Tier allows you to get hands-on experience with AWS services such as Amazon EC2, Amazon S3, and Amazon RDS. The AWS Free Tier includes services with a free tier available for 12 months following your AWS sign-up date, and additional service offers that do not automatically expire at the end of your 12-month AWS Free Tier term. The 12 months of free tier access refers to AWS services and doesn't impact your use of the AWS Elemental Appliances and Software quote confirmation service, which is always free to use.

Setting up AWS Elemental Appliances and Software Quote Confirmation

To get started ordering software and appliances through the AWS Elemental Appliance and Software Quote Confirmation service, follow these steps in the order listed:

1. [Create or point to an existing AWS account \(p. 2\)](#)
2. [Create additional users with viewing and ordering permissions \(p. 2\)](#)

Create or point to an existing AWS account

To use the Quote Confirmation service, you need an active Amazon Web Services (AWS) account. This account is separate from your AWS Elemental User Community account.

If you already have an active AWS account, you can use that for Quote Confirmation, or create a new one. Each quote that we issue to you is associated with only one AWS account. If you receive quotes in the future, they can be associated to a different account than your previous quotes.

When you create an AWS account, you must accept the AWS Customer Agreement. This agreement is for the AWS console. It's separate from the AWS Elemental Appliances and Software Agreement, which governs your AWS Elemental purchases. The AWS console enables us to provide you a streamlined buying experience on the same platform as the cloud-based AWS services.

To sign up for an AWS account

1. Open <https://portal.aws.amazon.com/billing/signup>.
2. Follow the online instructions.

Part of the sign-up procedure involves receiving a phone call and entering a verification code on the phone keypad.

Create additional users with viewing and ordering permissions

Access to the Quote Confirmation service is granted through [AWS Identity and Access Management \(IAM\)](#) policies that are assigned to each user provisioned within an account. For information about IAM policies, see [Understanding How IAM Works](#) in the **IAM User Guide**.

The root account user (the login for the person who created the account; sometimes referred to as the "account admin") can create additional users under the same AWS account ID. For example, you can create users with the permission to place new orders and other users with permission to download software and open technical support cases. For information about creating additional users under the same AWS account, see [Creating IAM Users \(Console\)](#) in the **IAM User Guide**.

The root account user has access to all services by default, and does not need to add any IAM policies to their user profile to use the Quote Confirmation service.

To view and place orders, any additional users on the account must have the **ElementalAppliancesSoftwareFullAccess** IAM policy in place.

To add the policy to users

1. Log in to your AWS account.
2. From the account drop-down list, select **My Security Credentials**.
3. If you see a message that indicates that you are accessing the security credentials page for your AWS account, select **Continue to Security Credentials**.
4. From the menu on the left, select **Users**, and then select the user to whom you wish to grant viewing and/or ordering permissions.
5. On the **Summary** page, select **Add permissions**, and then select **Attach existing policies directly**.
6. In the search field, enter **ElementalAppliances**.
7. Select **ElementalAppliancesSoftwareFullAccess**, and then click **Next:Review**.
8. On the **Permissions summary** page, select **Add permissions** to return to the **Summary** page and add the policy.
9. Repeat steps 4 through 8 for each user on the account that needs permissions.

Ordering from your AWS account

You can use your active AWS account to purchase AWS Elemental appliances and software from the AWS Management Console. These instructions guide you through the process.

Note

If your organization has an existing Enterprise Discount Program (EDP) agreement with AWS, AWS Elemental products and services costs do count toward that EDP commitment. AWS Elemental Customer Success and Operations teams will continue to support any required procurement policies of our customers, including the use of vendor portals to obtain purchase orders and submit invoices. AWS Elemental Customer Success and Operations will also continue to support Return Merchandise Authorizations (RMAs) and your post-sales experience. Continue to work with your AWS Elemental account manager on any issues that you encounter.

Topics

- [Step 1: Access and confirm your quote \(p. 4\)](#)
- [Step 2: Add billing details \(p. 4\)](#)
- [Step 3: Add shipping information \(p. 5\)](#)
- [Step 4: Review and submit your order \(p. 5\)](#)
- [Optional: Request changes to a quote in the AWS console \(p. 6\)](#)

Step 1: Access and confirm your quote

Based on discussion of your specific needs, your account manager emails you one or more quotes. The message contains copies of the quotes you requested and a link to view those quotes on the console. If you want to associate a quote with a different AWS account, you must submit a change request.

If you don't have an email from your account manager, reach out to request one. If you don't have an account manager and are interested in receiving quotes, visit <https://console.aws.amazon.com/elemental-appliances-software/home>, and then select **Contact Sales**.

To access and confirm your quote

1. From the email that you receive from your account manager, choose **View my quotes**.
2. Log in to the AWS account that you want to associate your quotes with. If this is your first time logging in, choose **Continue to quotes and orders** to agree to the AWS Elemental Appliances and Software registration agreement and access your quotes.

Note

Once quotes are associated with an AWS account, you must submit a change request if you want to associate them with a different AWS account.

3. If you have multiple quotes, select the quote that you want to view, and then click **View quote**. If you only have one quote, you are taken directly to your quote.
4. Review the quote, and then choose **Confirm quote** or **Request changes**.

Step 2: Add billing details

After you review your quote and are ready to confirm it, you are presented with purchasing options on the **Specify purchase order information** page.

To add billing details

1. In the **Purchase order options** drop-down menu, select a purchase order option.
2. Enter or verify your billing details.
 - If your billing address is located outside of the United States, we collect Value Added Tax (VAT) and Goods and Services Tax (GST) information to verify tax status. Enter your Tax ID in the **VAT/GST Identification Number** field.
3. Click **Next** to add shipping information.

Step 3: Add shipping information

On the **Specify shipping information** page, enter and save your shipping and contact details. Each delivery address requires a contact name, phone number, and email address. We provide this information to the shipping carrier for physical goods. It also assists us in providing post-sales support and documentation.

To add shipping information

1. In **Delivery**, select a delivery type and enter shipping details, or use previously saved information.
 - If you choose **Request shipping quote**, the AWS Elemental Operations team sends shipping quotes to the delivery contact listed on the page, and to the contact who originally received the quote. If the quote is accepted, the shipping rate is added to the order after it's confirmed in the console.
 - If you choose **Use my own carrier**, enter your carrier's information in the **Additional shipping requests** field or attach a file with the carrier information.
2. Based on what you enter, the service suggests a valid postal address. You can use the suggestion or your own entry.
3. Choose **Add a delivery address** if you need additional addresses. Be sure to define which items on the order should be shipped to each delivery location using the **Additional shipping requests** field under each address.
 - We assess sales tax for only your orders delivered within the US. You must self-report applicable taxes for orders delivered outside of the US, whether you are a US-based company or not.

Step 4: Review and submit your order

To submit the order

1. Make sure that your information is correct on the **Review and submit order** page. Edit as needed, and then choose **Submit order**. You can also choose **Cancel** to return to the **Quotes and orders** page and delete your data.
2. After you submit the quote, it shows **Quote Confirmed** on the **Quote and order history** page, and you receive a confirmation email. If additional quotes that are received in the same email are synced to your AWS account, they are marked as **Expired** so that no future action is taken on them. If you want to associate a quote with a different AWS account, submit a change request.
3. If your order is for something physical that is shipped, you can see your tracking number on the quote details page. You will also receive an email from UPS with your tracking number and order details. The UPS **Transaction Reference Number** matches the **Confirmation number** in the **Details** section of your order in the console.

Optional: Request changes to a quote in the AWS console

When your quote is in **Pending Confirmation** status, you will be able to request changes to it from within the console.

To request changes to a quote

1. On the quote details page, choose **Request changes**.
2. On the **Request changes** page, select a change category, and then enter details about the necessary changes. Upload related attachments if appropriate..
3. Choose **Submit**. The status of the quote changes to **Changes Requested**, and other quotes expire. The initial contact receives an email confirming their request. Once the changes have been applied, your updated quote will be set to **Pending Confirmation**.

Document history for user guide

The following describes the documentation for this release of AWS Elemental Appliances and Software Quote Confirmation.

Latest documentation update: July 22, 2020

update-history-change	update-history-description	update-history-date
Version 1.0 release (p. 1)	Initial software release.	July 23, 2020

AWS glossary

For the latest AWS terminology, see the [AWS glossary](#) in the *AWS General Reference*.