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## Existing Email Notifications

July 2006

## Email Notifications

### Subject: New Subscription Activation of [item description]

**Purpose:** Once the end-customer's subscriptions have been placed in their account, this notice informs them that the subscriptions are available electronically. Online resources are provided to help them get started.

**Recipient:** The end-customer's Red Hat Network "Org Admin" (The end user who first established the Red Hat account).

*Note: This notification is sent to both direct and channel customers as well as those who use registration numbers to activate subscriptions.*

**Language (s) Supported:** English

#### Sample Text:

Dear Customer (email@domain.com),

The Red Hat subscriptions recently purchased for this account are now available for download and are immediately accessible through Red Hat Network. The information and resources you need to access Red Hat Network and get started with your subscription can be found in the Get Started Now section below.

You are receiving this notice because you are the technical administrator of record on the account. Please forward this notice to others in your organization who would like to be informed of order fulfillment.

Below you will find important information about your subscriptions. This information is required for accessing services included in your subscription, so please keep the following information for future reference.

Account Number : 1234567

Item Description : Red Hat Enterprise Linux ES (Standard for x86, AMD64 & Intel EM64T, and Intel Itanium) w/ 12 x 5 Phone/Web Support

Quantity : 500

Your subscription has now started and will remain active for the length of your contract term. To review your subscription details, including your purchase history and term start and expiration dates, please visit <https://www.redhat.com/apps/support/>.

\*Get Started Now\*

To download software from Red Hat Network, go to:

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<https://rhn.redhat.com/network/software/index.pxt>

To learn how to start receiving software updates via Red Hat Network, visit [www.redhat.com/connect/](http://www.redhat.com/connect/).

To view online documentation, go to <http://www.redhat.com/docs/manuals/>.

To access Web Support, go to <http://www.redhat.com/apps/support/>.

Login using your Red Hat login and password.

To access Phone Support, go to [https://www.redhat.com/support/service/GSS\\_phone.html](https://www.redhat.com/support/service/GSS_phone.html). From our global directory, select the phone number that serves your geographic location. Please have your customer number, Red Hat Network machine name (or system ID), and Red Hat login available.

For detailed information about the support service levels included in your subscription, visit <http://www.redhat.com/support/sla>.

To find answers to commonly asked technical issues, search the Red Hat Knowledgebase at <https://www.redhat.com/apps/support/knowledgebase/>.

To learn how to log a support ticket on the web, follow the simple steps in our guide to support at <https://www.redhat.com/support/service/guide/>.

For Customer Service questions, please contact your regional Red Hat Customer Service Representative using the contact information provided at the following link: <http://www.redhat.com/about/contact/dir/#custservice>

Für zusätzliche Informationen in deutscher Sprache, besuchen Sie bitte unsere Website: <http://www.redhat.de/mktg/ServiceActivation.php>

Thank you for choosing Red Hat.

Sincerely,

Red Hat

## Subject: Login Creation Request

**Purpose:** This notice is sent to end-customers who do not have an existing account and informs them that in order to access their recently purchased subscriptions, they must create a Red Hat Login.

**Recipient:** An end user who is associated with an order will receive this notice if they do not have a Red Hat Login.

This notice is sent to new users on net-new accounts as well as to new users who are added to existing accounts.

*Note: If a new user is added to an existing account, the Red Hat Network "Org Admin" on the account is copied on this notification.*

**Language (s) Supported:** English

### Sample Text:

Dear Red Hat Customer,

You were recently named on an order for new Red Hat subscriptions. These subscriptions are now available in the following account:

Customer Name : Acme Company

Account Number: XXXXXX

You can click on the link below to create a new Red Hat Login for this account and obtain access to your subscriptions:

<https://rhn.redhat.com/rhn/newlogin/CreatePersonal.do?checksum=5011186x814f990ccee3659176cf30f513be5d01>

If you are not the technical manager who will utilize the Red Hat subscription services purchased, please forward this email to the appropriate user within your organization. If they do not already have a Red Hat Login, that user may follow the link above to establish a new one.

If you already have a login and it is linked to the above account, then no action is required. You can find the account number linked to an existing Red Hat Login by logging into the following page:

<http://www.redhat.com/support/>

If you already have a Red Hat Login that is linked to a different account than the one listed on this email, and would like to use that account to manage these subscriptions, Red Hat can transfer them to your desired account. Please contact your regional Red Hat Customer Service Representative, using the contact information provided at the following link:

<http://www.redhat.com/about/contact/dir/#custservice>

Note to the Account Administrator (Organization Administrator): Before a new user can access

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subscriptions, you must grant them the ability to see and manage the subscriptions on your account. This requires that a User Administration entitlement exist on your account. If required, please follow the link above and contact your regional Red Hat Customer Service Representative to request this feature.

Thank you for choosing Red Hat.

Sincerely,

Red Hat Account Management Team

Für zusätzliche Informationen in deutscher Sprache, besuchen Sie bitte unsere Website:

<http://www.redhat.de/mktg/ServiceActivation.php>

[Pour le français, cliquer ici : http://www.redhat.de/mktg/CreateLogin.php](http://www.redhat.de/mktg/CreateLogin.php)

## **Subject: Red Hat Order Notice**

**Purpose:** Notify end user contacts that are named on orders that their subscriptions have been fulfilled.

Note: This will provide purchasing agents (who are often named on orders) with the information they need to close out orders that have been fulfilled.

**Recipient:** End user contact named on the order.

**Language (s) Supported:** English

**Subject:** Red Hat Order Notice

**Sample Text:**

Thank you for your order for Red Hat Subscription Services. Red Hat has received and processed the following order on your behalf.

If you have any questions regarding this order, please contact the partner from whom you purchased your subscription.

For Customer Service questions, please contact your regional Red Hat Customer Service Representative using the contact information provided at the following link:  
<http://www.redhat.com/about/contact/dir/#custservice>

Thank you,  
Red Hat

Account Number : 1234567  
Contract Number : PTA06JUL200614472  
Red Hat Reference Number: 4148561

Order Details:

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Line 1

Quantity : 18

Description: Red Hat Enterprise Linux ES (Basic for x86, AMD64 & Intel EM64T, and Intel Itanium)

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## Subject: Order Fulfillment Notice (PO #XXXX) – Distributor

**Purpose:** Inform a Distributor partner that the order they submitted has been fulfilled to the end-customer.

**Recipient:** Distributor contact designated to receive and act on these notices.

*Note: The Red Hat Channel Sales representative who manages the distributor is copied on this notification.*

**Language (s) Supported:** English

### Sample Text:

Your purchase order ABC789 has been fulfilled and the end customer named on this purchase order now has access to their Red Hat subscription services. If you have any questions regarding this order, please contact the Customer Service Representative in your region and provide the Red Hat Reference Number listed below.

Thank you,  
Red Hat

Purchase Order Number : ABC789  
End Customer : Acme Company  
Red Hat Reference Number: 4149381  
Order Number : 14812

### Order Details:

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Line 1

Quantity : 4

Item : MCT0345

Description: Red Hat Enterprise Linux ES (Basic for x86, AMD64 & Intel EM64T, and Intel Itanium)

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## **Subject: Order Fulfillment Notice (PO #XXXX) – Reseller**

**Purpose:** Inform a Reseller partner that the order submitted to a Distributor has been fulfilled to the end-customer by Red Hat.

**Recipient:** A contact at the Reseller who has been designated as “primary.”

**Language (s) Supported:** English

### **Sample Text:**

Your Red Hat subscription order has been fulfilled and the end customer named on this purchase order now has access to their subscription services. If you have any questions regarding this order, please contact your preferred distribution partner.

Thank you,

Red Hat

Purchase Order Number : 123XYZ

End Customer : Acme Company

Distribution Partner : Global Distributor

Red Hat Reference Number: 4147796

Order Number : 14298

### Order Details:

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Line 1

Quantity : 1

Item : MCT0352

Description: Red Hat Enterprise Linux WS (Standard for x86, AMD64 & Intel EM64T, and Intel Itanium)

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Line 2

Quantity : 1

Item : RHF0318US

Description: Red Hat Enterprise Linux WS (v.4 for x86, AMD64, and Intel EM64T) Media Kit Only



## Subject: Red Hat Subscription Fulfillment Request

**Purpose:** Inform the end-customer that additional information is needed for Red Hat to fulfill the order and place the subscriptions on the appropriate account.

End-customers may provide either their Red Hat Login or their account number to assist Red Hat in processing the order.

**Recipient:** The end user named on the order.

Note: The reseller of record is also copied on this notification.

**Language (s) Supported:** English

### Sample Text:

Red Hat Customer,

Red Hat is ready to process your order placed with the following information

Reseller Name: [Reseller Name]

End-user Reference Number: [PO Number, if avail]

End-user Email Address: [xxxx@xxx.xxx]

The Red Hat subscriptions on this order include:

[QTY and subscription type]

Red Hat fulfills these subscription entitlements directly to the end-users' Red Hat Network account, accessed on-line at <http://rhn.redhat.com/>. The **Red Hat Login** identifies this account. Because your company has multiple logins, Red Hat is required to specify the correct login to deliver these subscriptions. Therefore, we request you immediately respond to this email request with the name of the preferred Login for delivery of your subscriptions. The end-users requesting the purchase of these subscriptions can generally supply their Red Hat Login. Please note that this information is specific to your Red Hat account and is not standard order information. On future Red Hat purchases, providing your Red Hat Login will streamline order processing and fulfillment.

Alternatively, the customer account # can be specified. This number is equivalent to specifying the Red Hat Login. The customer account # can be found by logging into the following page with your Red Hat Login:

<http://www.redhat.com/support/>

If you have any questions about this email or the fulfillment of your order, please contact Red Hat Customer Service at [customerservice@redhat.com](mailto:customerservice@redhat.com) or 1-888-REDHAT-1.

Thank you very much for your prompt response. Your order will be processed as soon as we hear back from you regarding this matter.

Amy Charbonneau  
Supervisor, North America Order Entry  
Red Hat, Inc.