

# What to expect

## Provisioning

After processing your order, the AppDirect Marketplace will provision your licenses. Expect contact from your AppDirect Sales Specialist, as they will coordinate an Activation call with you and the NetApp setup team to move your account to a production environment. This call generally takes place within 1-3 business days after provisioning is complete.

If you do not receive an email within the expected timeline, please reach out to AppDirect for assistance at [help@appdirect.com](mailto:help@appdirect.com)

In the AppDirect Marketplace, visit [the Billing section](#) to view your invoices or update your payment method.



Next steps

## Activation

We ask that someone from your company with access to the AWS Management account be present during Activation to perform the changes needed to activate your Spot subscription.

To learn more about Spot by NetApp and to prepare yourself for use post-activation, please consult these [user guides and documentation](#).

## Need help?

Our team is here to assist you with any inquiries related to Spot or the AppDirect Marketplace itself. If you encounter any issues or need assistance of any kind with your purchase, please contact us at [help@appdirect.com](mailto:help@appdirect.com).