



What to expect



For new environments

After placing an AWS order on the Marketplace, you'll need to sign our Terms and Conditions and a Professional Services contract (if applicable). If needed, Professional Services will then help set up and manage your AWS environment. For any general inquiries, support or help, please contact our team at help@appdirect.com.



For existing environments

After placing an AWS order on the Marketplace, you'll need to fill out the [AWS Rebill and Optimization Form](#) to allow us to transfer your agreement over to AppDirect. A Product Specialist will then reach out to schedule a transfer call to complete this process. Please note that we require the Root Account access holder to be present during the transfer call.

"AWS provides a wide range of services including computing power, storage, databases, and more, allowing businesses to scale without the need for extensive hardware investments."





What to expect

You Stay In Control

AppDirect does not manage your AWS infrastructure. You continue to own and control your AWS account(s), architecture, and technical designs. We simply enhance visibility and savings.

How Billing Looks

After you get your account transferred, you will notice a new discount listed on your invoices. This is not a fee to work with AppDirect. This is a discount that AWS pays to AppDirect to help support customers. Your invoicing will be the same case with or without a partner.

Ingram Micro Net Terms

Occasionally you might see "Past Due" messaging in the AWS Console. This is a cosmetic system behavior and does not accurately reflect real-time financial standing. It occurs because:

- Ingram Micro operates on extended payment terms with AWS that go beyond AWS's default 30-day billing view.
- The AWS billing console is not designed to reflect extended credit terms

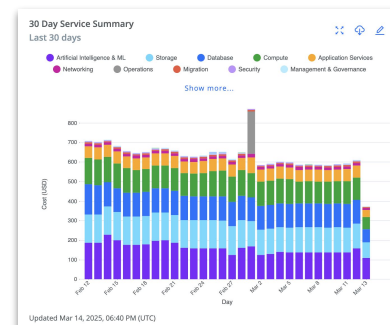
This visual prompt has no bearing on account status, customer compliance, or service continuity. There is no risk of service interruption for AppDirect/Ingram Micro customers.



CloudChecker

As part of your subscription with AppDirect, you also have access to [CloudChecker](#), a cloud management solution providing cost, resource allocation and security recommendations.

For onboarding to CloudChecker, please reach out to brittany.hruda@appdirect.com and provide a list of users (with email addresses) who need to be invited to facilitate the initial onboarding process.





Step by Step Process



Step 1 - Activate Your AppDirect Marketplace Account

- You will receive an email with an AppDirect Marketplace activation link.
- Click the link and complete your account setup.
- If the link expires, let us know and we will resend it.



Step 2 - Add Payment Method

- After logging in, you will be prompted to add a credit or debit card.
- This is required by AWS Marketplace even though your initial AWS Rebill quote will be \$0.
- AWS requires a payment method on file before allowing any Marketplace agreements to be issued.



Step 3 - Accept Your AWS Rebill Quote

- Once a payment is added, you will receive:
 - An AWS Rebill quote
 - A digital agreement
- Review and accept both to proceed with AppDirect as your AWS partner.



Step 4 - Provide Your AWS Account Information

- After placing an AWS order on the Marketplace, you'll need to fill out the [AWS Rebill Intake Form](#) to allow us to transfer your agreement over to AppDirect.



Step 5 - Rebill and Savings Go Live

- If you are a transfer a Product Specialist will then reach out to schedule a transfer call to complete this process. Please note that we require the Root Account access holder to be present during the transfer call.
- If you are a new AWS customer, AppDirect will provide you with the login credentials for your new resold account.

