

# ESD Program FAQs

**Q: What are the requirements for my store to participate in the ESD Sales Portal Program?**

A: Your store must have Wi-Fi, a minimum of one device, (either laptop or tablet) with a power source, and login credentials to the portal. If you do not currently have a device available, speak to your Douglas Stewart Account Manager about purchasing a demo unit.

**Q: How do I request login credentials to the portal?**

A: Send your Douglas Stewart Account Manager a request that includes the contact information for the store personnel that will be the designated administrator for the portal. You will be required to provide the first and last name and e-mail address of your designated administrator. Your account manager will submit a request to have the administrator set up and the designated administrator will receive an e-mail with login credentials and a link to the portal within 2 business days.

**Q: How do I get additional users set up to release orders in the portal?**

A: Your designated administrator will be the only user with the ability to set up additional users for your account.

**Q: What marketing assets are available to assist in informing students that software is available for purchase in my store?**

A: Qualified accounts can receive a universal tablet fixture to display a tablet with the portal on it. The fixture does not include the tablet, but if needed you can purchase a demo unit from Douglas Stewart to use. POP kits are also available; they include monitor blades and signage advertising the program.

**Q: How does my store become qualified to receive the universal tablet fixture?**

A: Accounts with an annual sales volume of \$100,000 or more are pre-qualified. The other way to become qualified is to place a single order of \$10,000 or more.

**Q: I am not currently authorized to sell a certain vendor but I see their products listed on the portal – does this mean I can sell them?**

A: Unfortunately no. While all SKUs appear in the portal, if you are not authorized to sell them, the sales order that is submitted to DSC will not process. This means your student will not receive their e-mail with serial number and download information.

**Q: What can I do to make sure I am not selling SKUs I am not authorized for or SKUs that are offered to students already via a campus wide initiative?**

A: The portal administrator has the ability to remove products from the portal that your store cannot sell. These SKUs can be added back in the future if your store is approved at a later date.

# ESD General FAQs

## Q: What is an ESD product?

A: ESD stands for Electronic Software Download. This is a software product which the end-user can download and activate utilizing the license key or serial number that is delivered to them via e-mail.

## Q: What is a license key?

A: A license key is the pattern of numbers and/or letters provided to licensed users of a software program. Vendor terminology may vary; the following are common synonyms for license key: Serial Number, Product Code, Voucher Code, Validation Number, Activation Code or Number, Product Key, or Software Key.

## Q: Why aren't more products available via ESD?

A: Electronic Software Download is not supported by all manufacturers/product titles for various reasons. We will provide this option for any of our vendor partners that make this option available to us.

## Q: What is actually delivered when I release a student's order?

A: An e-mail is sent to the e-mail address the student designates when placing their order within the portal that includes the license key and download/activation instructions.

## Q: How does my end-user download and activate the ESD product?

A: Each vendor has different instructions regarding the downloading and activation of their products. Instructions for each product are included in the e-mail that is delivered with the license key.

## Q: Is it possible to get a copy of the e-mail after it has been sent?

A: Yes, please contact customer service to handle this request.

## Q: What e-mail address is the ESD e-mail being sent from?

A: [OrderFulfillment@dstewart.com](mailto:OrderFulfillment@dstewart.com). If your student states they didn't get an e-mail, please ask them to check their spam folder for an e-mail. If they still state they have an issue, please contact customer service and we can resend the order details to them.

## Q: What is the return policy for ESD products?

A: Returns are not allowed for any ESD orders.