

# FREQUENTLY ASKED QUESTIONS VxRail Transition Program

[VxRail Transition to Dell Private Cloud Program | Dell Technologies](#)

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## [VxRail Transition Program – Tech Refresh Incentives](#)

1. **Is an approved deal registration required?**
  - a. Yes
  - b. Tech Refresh must be selected as ISG Selling Motion
2. **Are all VxRail asset tags being refreshed required to be linked to the approved deal registration?**
  - a. Yes
3. **What products are eligible for the Tech Refresh incentive when they are purchased to refresh VxRail assets?** (refurbished products do not qualify)
  - a. Current Generation PowerStore
  - b. Current Generation PowerFlex
  - c. Dell Private Cloud Subscription
4. **Do the VxRail assets being refreshed required to have been sold by that partner?**
  - a. No, all VxRail assets irrespective of original sale route to market are eligible
5. **When is the incentive paid?**
  - a. The deal is eligible for incentives when the product is shipped
6. **Is there a cap to the incentive paid?**
  - a. There may be a cap. Please refer to the applicable Benefits & Requirements in the Partner Portal or contact your local channel representative, as the incentive and cap vary by location.
7. **Is the VxRail Tech Refresh Incentive stackable with other behavioral incentives?**
  - a. Yes

## [VxRail Transition Program / Trade-In Incentive Program](#)

[vxrailtradein.pdf](#)

1. **Is the Trade-in Incentive Program available for customers who buy directly from Dell?**
  - a. No
2. **Who is responsible for submitting the Trade-In Request Form?**
  - a. If the partner buys through Distribution, the Distributor is responsible for submitting the Trade-In Request Form
3. **Is an approved deal registration required?**
  - a. Yes
  - b. Tech Refresh must be selected as ISG Selling Motion
4. **Are all VxRail asset tags being refreshed required to be linked to the approved deal registration?**
  - a. Yes

## FREQUENTLY ASKED QUESTIONS VxRail Transition Program

- 5. Is the trade-in incentive program eligible for all Dell and Non-Dell products?**
  - a. No, it is only available when trading in VxRail assets for PowerStore, PowerFlex, or Dell Private Cloud
  - b. Trade-in value is subject to approval
- 6. How is the Trade-In value calculated?**
  - a. The trade-in value is calculated based on the raw capacity of the VxRail assets.
  - b. The raw capacity is then multiplied by up to \$100 USD per terabyte (TB)
  - c. Notwithstanding 5(b) above, the trade-in value cannot exceed 25% of the new order net price. The term “new order net price” refers to the final price Dell invoices the purchasing partner after the trade-in discount is applied. The trade-in value may be reduced if VxRail assets are displaced instead of returned.
- 7. How will the approved trade-in value be applied to the deal?**
  - a. Upon receipt of the trade in approval, partner or distributor will submit for Special Pricing
  - b. Dell Sales will apply the trade-in value as an additional discount on the deal
  - c. If partner purchases from a distributor, the price and any discounts will be as agreed between partner and the distributor. Distributors are free to set their own resale prices. Dell is not responsible if a distributor chooses not to pass on any trade-in value discount.
- 8. Can a partner submit for trade-in during the sales cycle?**
  - a. Yes. It is recommended for the partner to first have a conversation with their customer to ensure the customer is willing to do a trade-in.
  - b. Trade-in value is subject to approval and depending on current value and discounting of the deal, the trade-in value may not be able to be applied.
- 9. Is a partner required to pass the trade-in discount to the end-customer?**
  - a. No. The partner determines the final price and any discount offered to the end-customer. Dell does not control, set, or mandate partner’s pricing or discounts to end-customer. This decision is entirely at the partner’s discretion.
- 10. What is required for a partner to qualify for trade-in rebates under the VxRail Trade-in Incentive Program?**
  - a. The partner must have the end user customer sign either the Transfer of Title or Decommission, and partner must provide the signed letter to Dell within 21 days after the quarter in which the deal is booked
- 11. Where does a partner locate the Transfer of Title or Decommission letter?**
  - a. The Transfer of Title or Decommission letter will be sent to the partner at the time the approval for the trade-in is provided to the partner
- 12. What incentives are available to the partner for VxRail asset Trade In?**
  - a. The partner may earn tier revenue credit equal to the amount of the approved trade in value
  - b. The partner may earn a trade-in rebate based on partner’s Storage Base Rebate rate, multiplied by the approved trade-in value

## FREQUENTLY ASKED QUESTIONS VxRail Transition Program

[VxRail Transition Program / Migration Services Offer](#)  
[vxrail-data-migration-service-brief.pdf](#)

1. **What is the migration service offer?**
  - a. It's a data migration service positioned as a customer incentive to address transition pain points
  - b. This offer covers Virtual-to-Virtual Remote Data Migration Services up to 100VMs when refreshing VxRail to PowerStore, PowerFlex or Dell Private Cloud
  - c. Requires an approved deal registration
2. **Does the existing VxRail system need to be under an active support contract to utilize this offer?**
  - a. Yes
3. **What is the time frame that the migration must be complete?**
  - a. The migration must be completed within 12 months after the order is booked

[VxRail Transition Program / Dell Financial Services](#)  
[vxrail-transition-dell-financial-services-promo.pdf](#)

1. **Is the Dell Financial Services Promo available for any storage refresh or upgrade, regardless of customer's current platform, inclusive of competitive storage equipment?**
  - a. Yes, the promo is available if the new deal/refresh is for Dell PowerStore, PowerFlex or DPC