



Partners Points of Contact



**Note: Contact
information may
vary for
Distributors**

	Use Case	Link	Learn More
Specific Use Cases for Solution, Integration and Reseller Partners (Requires Login)	End customer asks a partner a question on NI products - Pre Sales	Contact your NI Sales Channel (You can find contact information in PRM) This is both NI and Distributors	
	Partner wants to collaborate with NI Sales Channel, when engaging an account		
	Partner needs to assess NI products for their test system design	https://www.ni.com/my-support/s/technical-support	
	Partner needs assistance configuring a system		
	Partner needs loaner HW or help creating a proof of concept	partners@ni.com	
General Support	SW Download, Activation and HW Setup Assistance	https://www.ni.com/en-gb/support.html	
	Product Documentation, Discussion Forums and Support Library		
	Training and Academic Courseware		
Service Request Manager	Request Technical Support	https://www.ni.com/my-support/s/service-requests	How to Open a Service Request Case Using the NI Service Request Manager (SRM)
	Calibration and Repair/RMA		How to request repair or calibration for HW
	SW Activation and Reporting a Bug		
My NI (Requires Login)	Quotes, Orders, Configurations and Parts List	https://www.ni.com/en-us/myni/dashboard.html	
	Products and Services, Support and Learning		
Quotes and Orders	Place, Change or Return Orders - EMAIL	orders@ni.com	-
	Placing and managing orders - ONLINE	How to place an order online	How to place an order online
	Check Order Status / Lead Times - ONLINE	Ni.com/status	How to check the order status online
	Requesting or Modifying a Quote - EMAIL	quotes@ni.com	
	Requesting or Modifying a Quote - ONLINE	https://www.ni.com/en-us/shop/cart	How to request or retrieve a quote online.
Marketing Support	Logos	Click on "NI Partner Assets Library"	-
	Marketing content		
Partner Program Support	Program Questions and Escalation	Ask a question Or send an email to: partners@ni.com	-
	APS Renewal	quotes@ni.com	
	Product Certifications	certification@ni.com	
Partner Portal (Requires Login)	Find NI Sales Channel Contact	Account Owner Look Up In PRM	Refer to Getting Started Page for How To Guides
	Collaborate Opportunities	Manage Your Opportunities in PRM	
	Work Leads	Manage Your Leads in PRM	
	Chatter NI Account Managers	Chatter in PRM via Home Page	
	Update Partner Profile	Account Management in PRM	
Invoicing and Credit	Financial Invoice Inquiries and Credit Approval	accounting@ni.com	
	Payments	remittances@ni.com	-