

PASSPORT ADVANTAGE

Top 8 FAQs

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PASSPORT ADVANTAGE / PASSPORT ADVANTAGE EXPRESS

Passport Advantage (PA) and Passport Advantage Express (PAE) are comprehensive programs for the acquisition of IBM software licenses, IBM Appliances, IBM Appliance Services and IBM Software as a Service (SaaS) subscriptions.

They share the same “Eligible product list” and include terms for IBM Software Subscription and Support (product upgrade and technical support), Fixed Term, Monthly Licensing, Appliance Service, Selected Support and SaaS renewals.

For more information go to ibm.com/software/passportadvantage

1. Differences

While Passport Advantage (PA) and Passport Advantage Express (PAE) use a common set of agreements, processes and tools, and share the same Eligible product list. They differ in four key ways:

1. PA is relationship-based while PAE is transaction-based
2. PA requires enrollment, PAE does not
3. PA offers Suggested Volume Pricing (SVP) discounts based on Relationship Suggested Volume Price (RSVP) level, which means the more you buy, the more points you accumulate. This leads to a higher RSVP level and a greater pricing discount. PAE uses a single price level.

4. PA allows you to enroll multiple locations or “Sites” under a single Agreement with a single contract anniversary date for easier management and better pricing. PAE does not.

Download and review the [Passport Advantage](#) and [Passport Advantage Express](#) Agreements for more information.

PASSPORT ADVANTAGE / PASSPORT ADVANTAGE EXPRESS (CONTINUED)

2. Enrollment

The fastest, easiest way to enroll in Passport Advantage is online. Go to the [Online enrollment tool](#) and follow the prompts. You'll be asked to:

- Select enrollment type.
 - » Choose “Originating Site” if your organization does not yet have an IBM Passport Advantage Agreement.
 - » Choose “Additional Site” if you want to enroll an Additional Site under an existing Passport Advantage Agreement.
- Indicate customer type.
- Review the Terms & Conditions contained in the IBM International Passport Advantage Agreement and the International Program License Agreement. By selecting “I Agree,” you are agreeing to the terms of these documents. If you do not agree to the terms of the Passport Advantage Agreement, you cannot continue with the online enrollment process.

- Provide all required contact information.
- If you work with an IBM authorized Passport Advantage reseller/Business Partner, enter your Passport Advantage Primary Reseller contact information. If you need help finding an Authorized Passport Advantage Reseller, you can start your search through [ibm.com](#) by visiting the Business Partner Directory.
- Review and validate your enrollment information. If you wish to change any information associated with a contact, click “Update contact” for that contact. If all of the contact information is correct, click “Submit.”

Be sure to write down your Enrollment Number and print your enrollment confirmation page. You will need your Enrollment Number if you need to contact IBM eCustomer Care.

[Additional information about Online enrollment](#)

3. RSVP Levels

Currently there are six RSVP levels beginning with a Base Level (BL). Each level has a minimum point value as shown below.

RSVP	BL	D	E	F	G	H
Point Value	<500	500	1,000	2,500	5,000	10,000

Your initial RSVP level is based on new license acquisition. You accumulate points with each new license you purchase and every IBM Software Subscription and Support renewal.

The more points you accumulate, the higher your RSVP level and the greater your Suggested Volume Pricing (SVP) discount.

An overnight update recalculates achieved points and will automatically re-level your RSVP.

What can go up, can also go down

The RSVP level is based on the eligible products acquired during the previous term (your PA Site anniversary). If you cannot maintain the points associated with your current RSVP level, and the point value of the eligible products **acquired** is less than the point value necessary, RSVP will be reduced to reflect **the level at which you are currently acquiring eligible products but not by more than one RSVP level.**

CONTACTS

4. Primary

A “Primary Contact” is your Passport Advantage or Passport Advantage Express Site’s designated contact for all IBM communications regarding changes to the Passport Advantage Agreement or other contractual issues. This contact is mandatory.

When you enroll in Passport Advantage or make a purchase under Passport Advantage Express, you are asked to name a Primary Contact.

Note:

- For Passport Advantage, you should also designate an Administrative Contact and a Site Technical Contact when you enroll. If the Primary Contact is the only contact you name, IBM will consider the Primary Contact to be the sole contact for all purposes and will deliver communications for all three Passport Advantage contact types (Primary/Administrative/Technical).
- For Passport Advantage Express, we use the Primary Contact information you give us to populate all contacts.

6. Contact Updates

Contact updates are managed within your Site’s Passport Advantage Online experience by your Primary Contact (or “Secondary Contacts” that he or she has designated).

Only your Primary Contact (or designated Secondary Contacts) can update contact information.

Learn more about [designating and updating your Passport Advantage Contacts](#).

5. Additional Contacts

In addition to the Primary Contact, you should consider naming an Administration Contact as well as a Site Technical Contact.

The Administration Contact is your Site’s designated contact for all administrative documents including Software Subscription and Support Renewal notices and Proofs of Entitlement. Your Administrative Contact is responsible for requesting and authorizing account information changes. If authorized by your Primary Contact, your Administrative Contact can manage Web and tool access for your organization and will have access to your Proofs of Entitlement online via Passport Advantage Online to confirm your authorized use of IBM software.

The Site Technical Contact is responsible for overall support compliance for your Passport Advantage Site. Also known as the Primary Site Technical Contact [PSTC], your Site Technical Contact maintains authorizations for entitled support-related Web and tool– including IBM Service Requests, PMRs and fixes.

If you choose, you may also name contacts for:

- Administration / Proof of entitlement
- Software Subscription and Support renewal
- Software Subscription and Support media shipping
- Billing

NOTE: If the current Primary Contact left the company and can’t make these changes on the Passport Advantage customer site, please have the new Primary Contact email dswsoft@us.ibm.com or pahotlin@us.ibm.com with a request to make the changes.

Include in the email:

- PA agreement/site number
- New contact’s full name
- Email address
- Phone number
- Reason for update

SITES

7. Moving Licenses and Entitlements

To transfer license entitlements from one Site to another Site within your Enterprise, your Passport Advantage Primary Contact for the “source” Site (the Site requesting the transfer) must complete a Passport Advantage/Passport Advantage Express License Transfer Request Form (for Source and Target Sites in the same Enterprise) from IBM or an IBM Business Partner.

Transfer Request Forms are available from your IBM sales representative and/or your IBM Business Partner.

Additionally, the Primary Contact for the Target Site (the Site to which the license entitlements are to be transferred) must agree to the transfer.

If you already have a Passport Advantage Site and wish to migrate your Passport Advantage Express Site entitlements, request a License Transfer Request Form from your IBM Renewal Rep or your authorized IBM Business Partner.

If you do not have a Passport Advantage Site or you wish to create a new PA Site, follow the steps required to [Enroll in Passport Advantage](#), then request a License Transfer Request Form.

Learn more about [the benefits of migrating your Passport Advantage Express entitlements to Passport Advantage](#).

8. Consolidation

To consolidate your site, ask your IBM sales representative or authorized IBM Business Partner for a Passport Advantage License Migration and Consolidation Request form.

It may be used to:

- Migrate entitlements to a NEW PA Agreement
 - » Note: A completed applicable PA Enrollment Form must be attached to the Migration and Consolidation Request Form or the Agreement and Site numbers generated using online enrollment for a new Originating Site must be entered on the Migration and Consolidation Request Form.
- Migrate entitlements to a NEW PA Site under an existing PA Agreement
 - » Note: Before creating a new PA Site, check to see if you have an existing PA Site first. If you need or want to create a new PA Additional Site to receive the migrated entitlements under an existing PA Agreement, the applicable completed PA Enrollment Form must be attached to the Request. Or, the Agreement and Site numbers generated using online enrollment for a new PA Additional Site must be entered on the Migration and Consolidation Request Form.

Before creating a new PA Site, check to see if you have an existing one.