

Frequently Asked Questions for Business Partners

As of April 19, 2006

Q. Why is IBM making this change? What benefit is this to me?

A. This change is being made to support the Software Group channel strategy and complements the current business environment. It meets the business requirements of both our Business Partners and our customers. Only those Resellers who had transactions the previous year with a customer, either for new licenses or for renewals, will see the associated line-items that are up for renewal. Business Partners will be able to work new opportunities without concern that renewals related to these transactions will be turned over to another Business Partner by IBM. It also allows for the Reseller to renew the product(s) they have sold, and grow the relationship with their customers by continued marketing of additional products and services.

Q. Will the current Primary Reseller associated with the customer's Site still receive a copy of the entire Renewal Quote?

A. No. This new process will replace the current renewal quote distribution methodology which directed the renewal to the Primary Reseller. On Passport Advantage Online for resellers, each Reseller will only be able to view the renewal line-items associated with their prior transactions and will not see any other line-items sold to the customer by another Reseller.

Q. If a customer asks a Reseller to provide pricing on their entire Renewal quote, how would the Reseller get access to all the quote line-items?

A. There are three ways a Reseller can get access to all the line-items on a customer's quote:

1. The customer can send an email to IBM requesting a specific Reseller be given full view access to their Renewal Quote. That Reseller will then be able to view all the customer's renewal line-items on Passport Advantage Online for resellers. Note: Only one Reseller at a time can be given full view access in this manner.
2. As in the past, the customer can log onto Passport Advantage Online for customers and forward a copy of their quote to one or more Resellers. There is no limit on the number of Resellers the customer can forward their quote to.
3. The Reseller can ask the customer to forward a copy of the Renewal email they received, which has a pdf of the customer's full Renewal Quote attached.

Q. If a Reseller is given full view access to a customer's Renewal Quote, will a Value Added Distributor (VAD) also be able to view all the customer's Renewal Quote line-items?

A. No. Only the Reseller will be able to view all renewal line-items when that Reseller is given full quote access. The Reseller's VAD will see a comment in the Renewal Detail Report which will flag if a Reseller has been given full view access. This flag will not be seen when a VAD pulls a Summary Report.

Q. How will a VAD provide pricing to a Reseller that has access to the full quote?

- A. The VAD should ask the reseller to either:
- Pull a customer report from Passport Advantage Online for resellers, download it to a spreadsheet, then email it to the VAD for pricing. The spreadsheet can be used as the basis for a VAD or Reseller to create a customer quote.
 - Forward the email the customer sent to the Reseller with a copy of the full quote, to the VAD.
- Q. Will this new process change the timing of when a customer gets their Renewal Quote?
- A. No. There will be no change to how and when a customer receives their renewal quotations.
- Q. Will IBM distribute the customer's Renewal Quotes to a Reseller or VAD if they have transactions renewing, or if a Reseller is authorized to see the full quote as they have in the past?
- A. IBM will no longer distribute Renewal Quotes to Resellers or VADs. Both will have to proactively pull their renewal quote line-items using the reporting function on Passport Advantage Online for resellers.
- Q. I understand Resellers and VADs can only access Renewal Quote line-item information via Passport Advantage Online for resellers. How do I access this information and who can we contact for assistance?
- A. To access Passport Advantage Online for resellers:
- www.ibm.com/software/passportadvantage
 - click on the "Passport Advantage Online" tab
 - select the "For Business Partners"
 - Renewal Quote line item information can be accessed under the "Reporting" Section
 - If you cannot find your IBM ID and password for Passport Advantage Online for resellers, you can contact the IBM eCustomer Care team in your area by clicking on "Forgot your IBM ID?" on the right navigational menu.
- Q. If a Reseller sold the original license to the customer but they did not renew Software Maintenance through them the previous year, will the Reseller or VAD still be able to view the renewal line-items for the transactions they originally sold?
- A. No, only the Reseller and VAD who sold the most recent renewal transactions will be able to view the associated renewal line-items.
- Q. When will Renewal Quote line-item information become available to the Reseller and VAD of a transaction?
- A. The Reseller or VAD can view the Renewal Quote information on Passport Advantage Online for resellers at the same time the Quotes are sent to the customers – typically, this is 60 to 75 days before the customer's Anniversary.
- Q. How would a Reseller or VAD know, prior to the availability of Renewal Quote information, what customers will have a quote come due within the next 6 months?

- A. Resellers and VADs can pull their customer transaction history and other information, including the customer's Anniversary, on Passport Advantage Online for resellers.
- Q. As a value add service, VADs have taken on the responsibility of prompting Resellers on Software Maintenance renewals which are soon coming due. How will this impact Resellers who use more of a manual approach and typically do not utilize Passport Advantage Online for resellers?
- A. VADs will still be able to provide this value added service. However, when a VAD sees that a Reseller has been given full access to the customer's Renewal Quote, they will have to contact the Reseller with that information and ask them to obtain a full copy of the Renewal Quote from the customer and pass it on to them for pricing. Although this can continue to be done somewhat manually, we encourage our Resellers to make full use of the Passport Advantage Online functions provided.