

## Frequently Asked Questions for Business Partners

Questions Business Partners may ask:	Answers:		
When should channel orders be submitted to IBM so they can be processed in time for the planned system upgrade?	Channel orders should be submitted to IBM by close of business Wednesday January 10th to be processed by IBM prior to DSW SAP system unavailability.		
Will Business Partners be able to submit orders to IBM during the DSW system upgrade?	<p>For channel orders:</p> <ul style="list-style-type: none"> <li>• End User customers will still be able to submit their purchase orders to their Tier 2 Reseller</li> <li>• Tier 2 Resellers will still be able to submit their purchase orders to their Tier 1 Distributor</li> </ul> <p>Refer to summary table below for impact to Tier 1 Distributors.</p>		
	<b>Order method Tier 1 Distributor submits order to IBM for order processing:</b>	<b>Will Tier 1 Distributor be able to submit orders to IBM via this method during DSW SAP upgrade order fulfillment unavailability?</b>	<b>Process impact comments:</b>
	EDI (North America only)	<b>Yes</b>	EDI Business Partners can continue to submit orders BAU during the planned SAP system unavailability. The EDI interface with the DSW SAP application will be disabled beginning Thursday January 11th at 8:00pm EST. Orders will be held in backend Gentran until SAP is available Monday January 22nd for order processing. Gentran will continue to send a receipt acknowledgement to the partner.
	B2B XML (For business partners that have boarded with IBM)	<b>Yes</b>	B2B Business Partners can continue to submit orders BAU during the planned SAP system unavailability.

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			<p>The B2B interface with DSW SAP application will be disabled beginning Thursday January 11th at 8:00pm EST. Orders will be held in backend Transaction Hub until SAP is available Monday January 22nd for order processing. Functional acknowledgement will be sent to the Business Partners. Partner will receive order confirmation when SAP comes back up &amp; processes the order successfully.</p>
	BP eOrdering	<b>No</b>	<p>Business partners will NOT be able to submit orders via BP eOrdering during SAP upgrade downtime effective Friday January 12th at 8:00am EST. A message will be posted on the BP eOrder Web site. Tier 1 Distributors will need to queue orders and then submit to IBM via BP eOrdering when the DSW SAP system is back online Monday January 22nd.</p>
	email or faxed POs to regional IBM Customer Fulfillment	<b>Yes</b>	<p>Business partners that currently submit their orders to IBM fulfillment CF teams via email or fax will still be able to do so, however, IBM CF will queue the orders until DSW SAP system is back online Monday January 22nd.</p>

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	WOS (Japan only)	<b>No</b>	The WOS application will not be available during the SAP Upgrade. Order upload via WOS is not available during the downtime in Japan. A message will be posted about one month prior to the downtime on the WOS application.
	DSW SAP application will be back on line Sunday January 21st 7:00pm EST		
Will business partners be able to access Maintenance renewals via the Passport Advantage On Line Renewal Reporting site?	<p>Yes, business partners will be able to access maintenance renewals via Passport Advantage On Line Renewal Reporting during the following periods:</p> <ul style="list-style-type: none"> <li>• This site will not be available starting Friday January 12th at 12:00pm EST through Monday January 15th.</li> <li>• This site will be available beginning Tuesday January 16th 12:00pm EST through Friday January 19th.</li> <li>• This site will resume business as usual availability beginning Monday January 22nd 1:30am EST.</li> </ul> <p>All Maintenance renewals posted prior to January 10, 2006 will continue to be available during this time frame. The DSW SAP system will not be available for IBM personnel to make any updates or edits to Maintenance Renewals during the SAP upgrade period until SAP system is back online Monday January 22nd.</p> <p>* Maintenance Renewal is not available for business partners via Online in Japan.</p>		
Will new products/pricing changes be announced as part of weekly parts/price announcement Tuesday January 16?	<p>No; no new products or pricing changes will be announced the week of January 15th, 2007. The DSW Price Book application will be available during the downtime. The csv file that business partners download IBM parts/pricing information will be static week of January 15th. The weekly new product/pricing change announcement process will resume the week of January 22nd.</p> <p>* Excel and PDF file is being provided in Japan.</p>		
Will new customers be able to be created during the DSW SAP system upgrade?	<p>No; No new customer records will be created during the DSW SAP system upgrade beginning Friday January 12th 12:00pm EST.</p> <p>Any business processes requiring DSW SAP system availability for processing will be affected including new Reseller creation and new VAP Solution creation.</p>		