

## Step-by-Step guide for Westcon Avaya IPO Partners

### 1A. E-mail your order to Order Entry Team at [order@westcon.se](mailto:order@westcon.se) with the following information:

- Item Number & Quantity
- PO number
- End User Information such as contact info, company name, adress, postal code, city and country.
- Info on promotion or special pricing agreement, including Avaya SBR number if available.

### B. Order on Compass Web Shop.

- Log on to Compass Web Shop (<http://compass.westcon.se>) with you account information
- Place your order and add the necessary information including all end user details.
- Why Compass?
  - Stock status and ETA if items not in stock
  - Cost information
  - Minimum order charge only if order value is under EUR 300
  - Faster processing time

### 2. When the Order Entry Team has processed your order you will receive an order confirmation with SO number and ship date.

### 3. Delivery will leave our warehouse with 2-3 day service on the same day if the order is placed before 14:00 and all items on the order is available in stock.

### 4. Next Day Delivery / Part Delivery / Tracking Number

When in need for the above please write to [order@westcon.se](mailto:order@westcon.se)

- Note: Next day delivery is no longer possible after 15:30
- Next Day Delivery or Part Delivery can be ordered at a cost

### 5. Minimum Order Charge

When orders placed to [order@westcon.se](mailto:order@westcon.se) are under the value of EUR 500 we charge a so called "minimum order charge"

- SEK/NOK/DKK 225 or EUR 30
- Compass Web Shop; minimum order charge only if order value is under EUR 300.

### Account Manager

Johan Björn  
[johan.bjorn@westcon.se](mailto:johan.bjorn@westcon.se)  
 T +46 40 650 82 14  
 - First point of contact,  
 SBR, PRM ID, Price info

### Pre Sales Team

[presales@westcon.se](mailto:presales@westcon.se)  
 T +46 40 650 82 20  
 - Design, quoting

### Order Entry Team

[order@westcon.se](mailto:order@westcon.se)  
 T +46 40 650 82 00  
 - Anything order related:  
 placing order, availability,  
 shipping info etc.

### Westcon Convergence

Elbegatan 5  
 SE-211 20, Malmö  
 Sweden  
 T +46 40 650 82 00  
 F +46 40 650 82 01  
 W [www.westcon.se](http://www.westcon.se)

### License Generation

- After order has been placed at Westcon Order Entry Team and you have received the Westcon SO number -

#### A. Please use new portal (<http://license.westcon.se>) or send e-mail to [order@westcon.se](mailto:order@westcon.se) requesting your license, with the following information:

- SO number
- Donglenunder

#### B. Order Entry Team will start generating licenses

- This step can take between 20 min - 24 hours depending on traffic.
- NOTE:** Please make sure you request your license in time (24h in advance) for urgent cases.

#### C. License will be e-mailed to the adress you have requested

#### D. Dongle Swap: send e-mail to [order@westcon.se](mailto:order@westcon.se) with following information:

- Old and new donglenunder (make sure that the new dongle is empty)
- Which licenses that should be swapped from the old one
- Old dongle must be returned to an adress supplied by Westcon within 15 days
- Cost: 500 SEK/NOK/DDK 50 EUR

### Always send to:

#### Order Entry Team:

- **End User Info;** Shall include contact information, end user name, adress, postal code, city and country.
- **SBR number** if available
- **Dongle- and SO number** when requesting license.

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Place order to  
order@westcon.se or on  
the Web shop at  
http://compass.westcon.se

### Make sure order includes:

- **Item Number & Quantity**
- **PO number**
- **End User Information**
  - Company Name
  - Full address
  - Country
- **Info on promotion or special pricing agreement (including Avaya SBR number if available)\***

*If any of these information is missing the order can't be processed.*

You will receive SO  
confirmation through mail.  
This number is important for  
license generation.

Delivery will leave  
our warehouse with 2-3 day  
service on the same day if the  
order is placed before 14:00

Next Day Delivery can be ordered  
at a cost. **Please Note:** NDD is  
not possible after 15:30.

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- SO number
- Donglenumber

**B. Order Entry Team will start generating licenses**

- This step can take between 20 min - 24 hours depending on traffic.
- NOTE:** Please make sure you request your license in time (24h in advance) to avoid delays for your customers.

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• **Next Day Delivery / Part Delivery / Tracking Number;** write to order@westcon.se when in need for those services.

• **Minimum Order Charge:** Orders placed to order@westcon.se under the value of EUR 500 will be charged SEK/NOK/DDK 225 or EUR 30. Orders placed on the web shop, minimum order charge only if order value is under EUR 300.

\* If SBR is required and is not generated at order placing, please allow 48 h for approval.