

## 1. Has BP presales made a design?

- YES - Go to step 2
- NO - BP presales creates a design and makes an RQT file in ASD.
- OR - If BP presales is unable at the moment to make a design, please send design request to presales@westcon.se. You will receive a design and price information.

## 2. Avaya Quote

If BP needs to lock the price for specific design or wants to request discounted prices from Avaya, an Avaya quote needs to be created. *An Avaya quote **always** needs to be made to place an order.*

BP sends request to presales@westcon.se and attaches an RQT file with the correct details that the quote is to contain. If Westcon presales has created the design, BP can send the price report they have received instead of RQT file. BP will receive a quote and price information.

## 3. End User code

- TIP: Now *start generating End User Code with your Account Manager.*

## 4. Is Special Pricing (SOA) required?

- YES - Interact with your Account Manager until required discount is decided. AM then sends discount information and Avaya quote number to Pre Sales team who makes a SOA request. If no Avaya quote has been made, BP can request this at the same time as the SOA. AM makes sure Avaya manages SOA request and that Pre Sales team gets data for eventual approval. The Pre Sales team gives BP and AM updated price and order information.
- NO - Go to step 6

## 5. Has SOA approval notification been received from Account Manager?

- YES - Go to step 6
- NO - Interact with Account Manager until SOA has been approved.

## 6. Has Quote number and price information been received from Pre Sales?

- YES - Go to step 7
- NO - Interact with Pre Sales until quote number and price information has been received.

## 7. Send order to order@westcon.se.

Make sure to include:

- Avaya SAP Quote number
- End User Code, contact Account Manager to generate.
- End User Details, including username, adress, postal code, city and country.

## 8. When order@westcon.se receives all information (from stage 7) they will process the order. You will receive an order confirmation.

### License Generation

- After order has been placed to Westcon Order Entry Team -

#### BP Pre requisition

- Access to PLDS and RFA (with GAI known by Westcon)
- Understanding of PARF and SRR process

#### A. New Install

- Transaction nb, LAC and/or Avaya SO is sent to the person who placed the order as soon as it is available\*. (To be used in RFA, PLDS or with PARF/SRR).

#### B. Additions / Upgrades

##### RFA

- Request for SID will be sent to person who placed order. (If no licenses for this system has previously been delivered by Westcon, then the Westcon GAI 50234650 has to be added to the SID) by the BP
- Transaction nb is sent to the person who placed order as soon as it is available\*.

##### PLDS and/or PARF/SRR

- LAC and/or Avaya SO is sent to the person who placed the order as soon as it is available\*.

\* available: When Westcon has received it from Avaya. (Avaya SLA is 48 h from the time the order is placed with Avaya).

### Account Manager

Johan Björn  
 johan.bjorn@westcon.se  
 T +46 40 650 82 14  
 - First point of contact,  
 SOA, escalation point,  
 EndUser Code, Price info

### Pre Sales Team

presales@westcon.se  
 T +46 40 650 82 20  
 - Design, quoting

### Order Entry Team

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

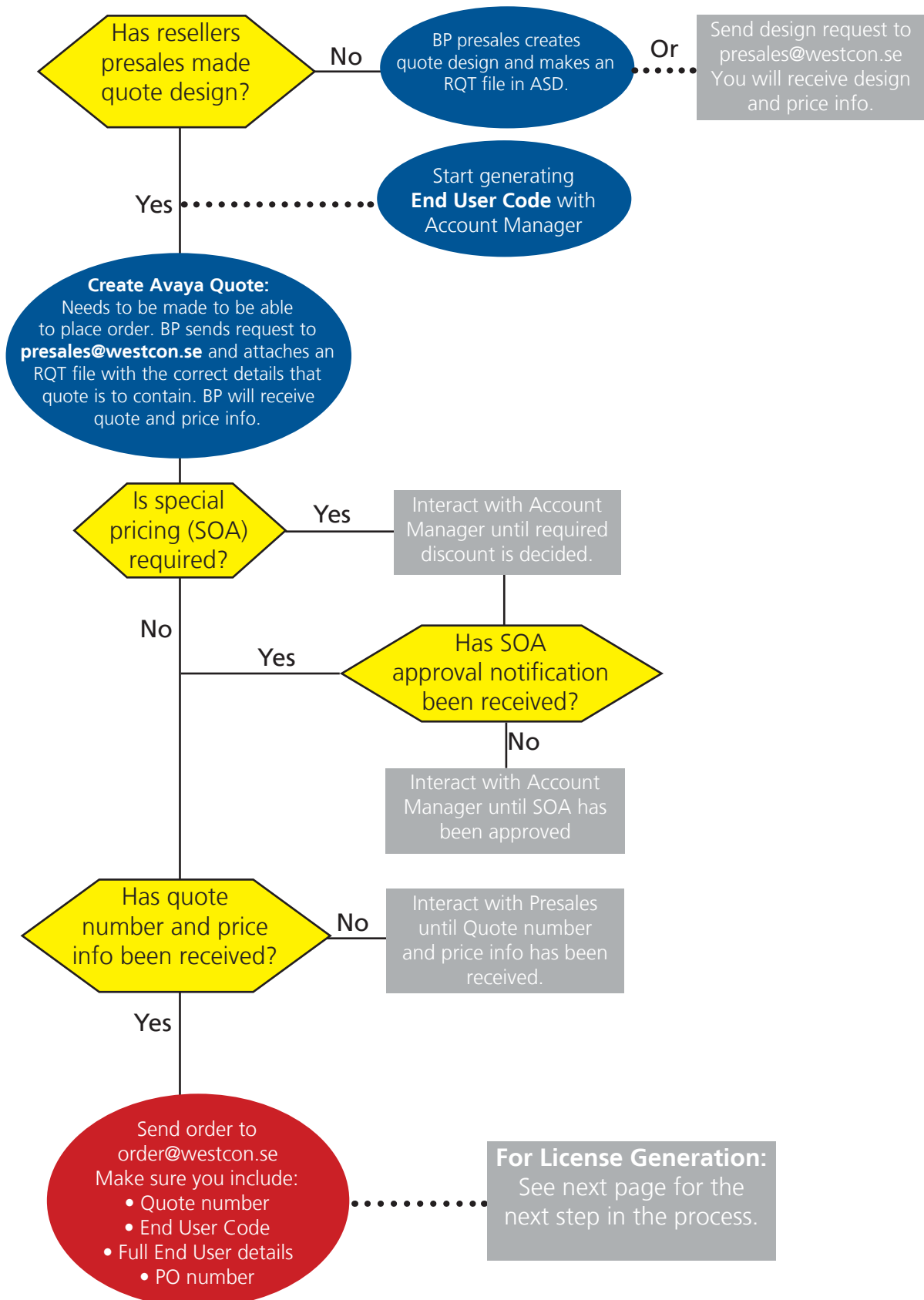
### Westcon Convergence

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 W www.westcon.se

## IMPORTANT!

**If any of the information described under point 7 is missing Avaya will not accept the order and will therefore not start processing until all information has been received.**

## From Design to Order; Step-by-Step guide for Westcon Avaya CM Partners



### Account Manager

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[johan.bjorn@westcon.se](mailto:johan.bjorn@westcon.se)  
 T +46 40 650 82 14  
 - First point of contact,  
 SOA, escalation point,  
 EndUser Code, Price info

### Pre Sales Team

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 T +46 40 650 82 20  
 - Design, quoting

### Order Entry Team

[order@westcon.se](mailto:order@westcon.se)  
 T +46 40 650 82 00  
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