

## GLOBAL REGISTRATION TOOL (GRT) JOB AID

<b>Purpose</b>	The purpose of this document is to explain the Global Registration Tool (GRT) and how Avaya Business Partners, customers and associates can use it to keep End Customer install base records accurate.
<b>Scope</b>	<p>Theater: Global</p> <p>GRT and this document should be used any time there is a change (addition, removal, move, upgrade, etc.) in a customer's hardware equipment, or to enable devices for remote connectivity and alarming</p>
<b>Target Audience</b>	Avaya associates, Business Partners and End Customers who perform equipment registrations in GRT
<b>See Also</b>	<p><b>Global Registration Support Site:</b> <a href="http://support.avaya.com/registration">support.avaya.com/registration</a></p> <p><b>Technical Onboarding Job Aid:</b> <a href="https://support.avaya.com/css/P8/documents/100175932">https://support.avaya.com/css/P8/documents/100175932</a></p> <p><b>SAL Supported Products List:</b> <a href="https://support.avaya.com/css/P8/documents/100074077">https://support.avaya.com/css/P8/documents/100074077</a></p> <p><b>CM Onboarding Help Document:</b>  <a href="https://support.avaya.com/css/P8/documents/100177032">https://support.avaya.com/css/P8/documents/100177032</a></p> <p><b>GRT Enhancement KB Article:</b>  <a href="https://support.avaya.com/ext/index?page=content&amp;id=TRNG100448">https://support.avaya.com/ext/index?page=content&amp;id=TRNG100448</a></p>
<b>Tools</b>	Global Registration Tool
<b>Glossary of Terms</b>	<ul style="list-style-type: none"> <li>• GRT - Global Registration Tool</li> <li>• TOB - Technical Onboarding</li> <li>• SEID - Solution Element ID</li> <li>• SAL - Secure Access Link</li> </ul>

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## GLOBAL REGISTRATION TOOL AND PROCESS

### Overview

The Global Registration Tool (GRT) is used to register equipment on an End Customer's install base for **purposes of renewals quoting and ongoing maintenance support**. GRT users can ensure that a customer's install base is accurate by updating or validating hardware inventory records and by testing connectivity and alarming to the necessary devices at the customer's Sold To/Functional Location.

There are many different types of registrations that a user can execute in GRT – this document, along with the others in the Helpful Links/Additional Information section, **will explain each of them**.

### Policy

To ensure timely delivery of proper service entitlements, Avaya records must accurately reflect the products/materials that are installed at a customer site. In addition, regardless if procured through an Avaya Distributor or direct from Avaya, product registration requires the correct **end-customer name and installation location**.

## INSTALL BASE CREATION

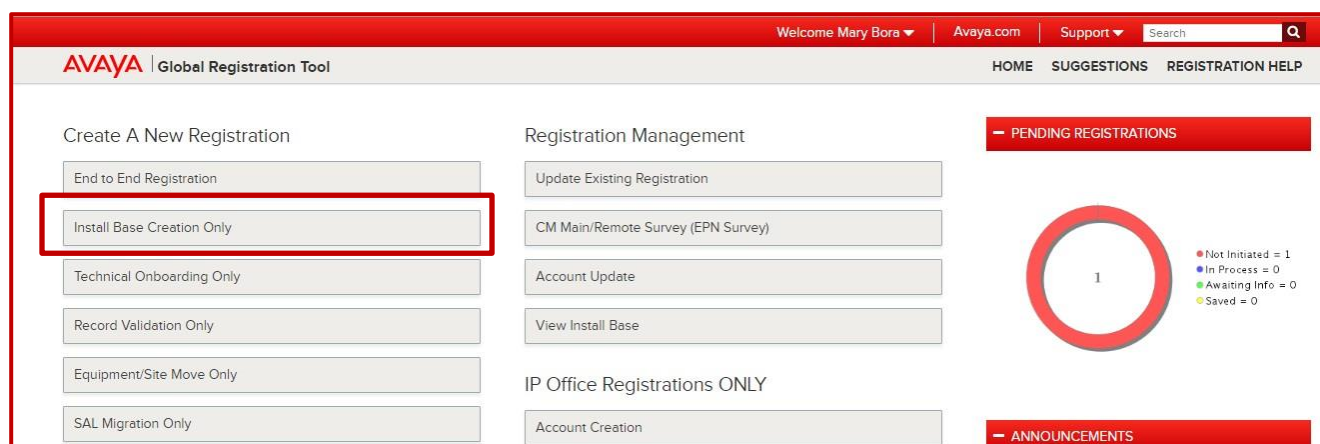
Install Base Creation is used to add new material codes to an End Customer's install base. Users can add material codes and quantities by entering them manually on the screen, or by uploading an Excel spreadsheet with the same information.

#### NOTE:

- End Customers cannot ADD Install base records
- Install Base Creation is not required for *Direct* End Customers because direct customer install base records are populated automatically when an order is completed with Avaya.

### Steps to perform Install Base Creation

1. Click INSTALL BASE CREATION ONLY on the GRT Home screen



2. Type in the **End Customer's Sold To/Functional Location**. Note: End Customer ST / FL must be in the 10-digit format with leading zeros.

Click SEARCH

AVAYA | Global Registration Tool

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HOME SUGGESTIONS REGISTRATION HELP

### Customer Site Registration

Please enter End Customer Sold To (Functional Location) Number:

Sold To/Functional Location:

Be sure to include any leading zeroes when entering a Sold To/Functional Location above.  
All Sold To's/Functional Locations should include 10 digits, meaning some will require two leading zeroes (e.g. 0012345678), and others will require three (e.g. 0001234567). Please include these leading zeroes when entering the account number above.

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3. Complete the details on the Site Contact Validation screen

Click NEXT

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HOME SUGGESTIONS REGISTRATION HELP

### Site Contact Validation

<b>SOLD TO LOCATION</b>		<b>REPORTED BY</b>		<b>REGISTRATION NOTES</b> <div>Test</div>
Registration Id	<input type="text" value="8237646"/>	First Name	<input type="text" value="Mary"/>	
Sold To	<input type="text"/>	Last Name	<input type="text" value="Bora"/>	
Company Name	<input type="text"/>	Phone Number	<input type="text" value="914030946127"/>	
Phone Number	<input type="text"/>	Email Address	<input type="text" value="mbora@avaya.com"/>	
Site Country	<input type="text" value="Australia"/>	Do You Want To Receive Email Notifications?	<input type="text" value="Y"/>	
Address Line 1	<input type="text" value="Level 14, 60 Carrington Street"/>	<b>GRT NOTIFICATION CONTACT</b>		
Address Line 2	<input type="text"/>	<input checked="" type="radio"/> Same as Above <input type="radio"/> Enter Manually		
City	<input type="text" value="Sydney NSW"/>	First Name*	<input type="text" value="Mary"/>	
State	<input type="text"/>	Last Name*	<input type="text" value="Bora"/>	
Zip/Postal Code	<input type="text" value="2000"/>	Phone Number	<input type="text" value="914030946127"/>	
Registration Name	<input type="text"/>	Email Address*	<input type="text" value="mbora@avaya.com"/>	

4. View the records on the install base currently by clicking the bar that says EXISTING INSTALL BASE

**Install Base Creation**

**REGISTRATION SITE SUMMARY**

Registration Name:                      SRF:                      Submitted Date:  
 Registration ID: 7542516              Status: Not Initiated              Completed Date:  
 Sold To:                      Sub-Status:                      Registration Notes:  
 Customer Name:                     

**EXISTING INSTALL BASE**

Qty	Material Code	Material Code Description	Product Line	TOB Eligible?
8	263764	DL360G7 SERVER CM S/D/M8T/58C	CONVERGED	Y
10	700447675	S8300D SERVER	CONVERGED	Y
1	700417397	IPO IP500 MC VICM 64	IP400	
1	700417462	IPO IP500 TRINK PRI UNVRSL DUAL	IP400	
1	700476013	IPO IP500 V2 COMB CARD ATM	IP400	
1	700479702	IPO IP500 V2 5Y5 SD CARD AL	IP400	
1	700500698	IPO IP500 EXP MOD DS30A DGTL ST RJ21	IP400	

5. Add material codes, quantities and serial numbers using one of the following options:

- i. **Manually** by clicking MANUALLY ADD MATERIAL CODE (a new row will appear for you to input the applicable information)

- Input the appropriate material codes, quantities and serial numbers

**NOTE:** The Serial Number field will always be greyed out/disabled. If a product is serialized, but a quantity greater than 1 is entered, SAP will assign random serial numbers.

- Click Manually Add Material Code again if additional materials need to be added
- Once all material codes are added click SUBMIT.

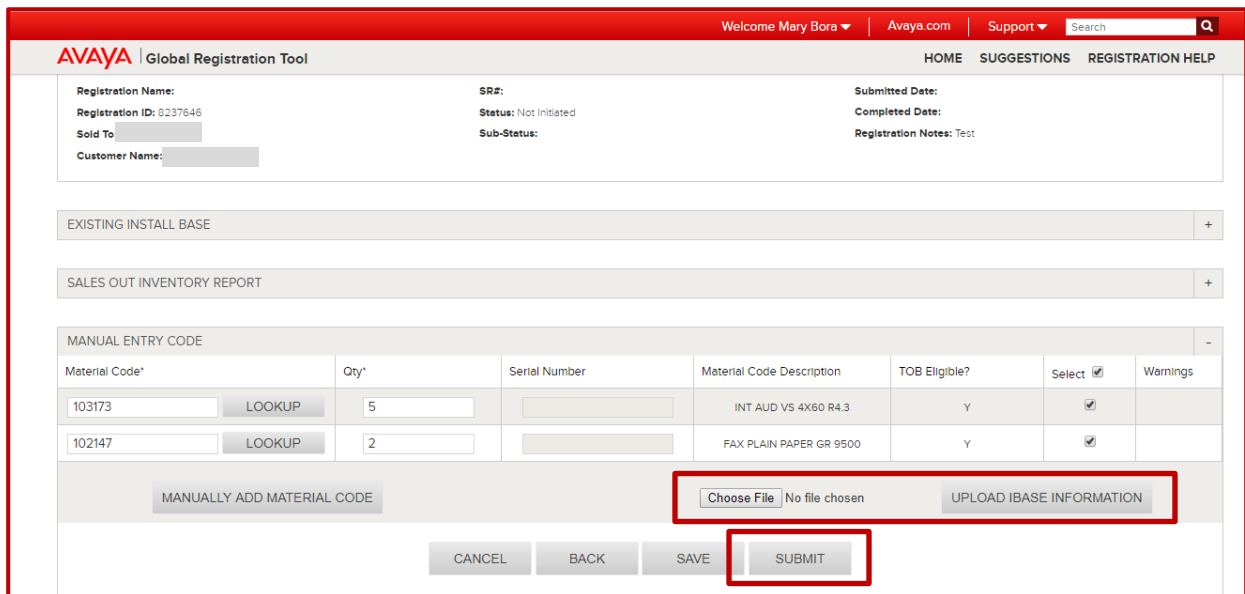
**MANUAL ENTRY CODE**

Material Code*	Qty*	Serial Number	Material Code Description	TOB Eligible?	Select	Warnings
103173	5		INT AUD VS 4X60 R4.3	Y	<input checked="" type="checkbox"/>	
102147	2		FAX PLAIN PAPER GR 9500	Y	<input checked="" type="checkbox"/>	

**MANUALLY ADD MATERIAL CODE**      Choose File      No file chosen      **UPLOAD IBASE INFORMATION**

**CANCEL**      **BACK**      **SAVE**      **SUBMIT**

- ii. **File upload** via an **Excel spreadsheet** by clicking UPLOAD IBASE INFORMATION (your internet browser will download an Excel spreadsheet template you can use)
- Update and save the Excel spreadsheet to your computer
  - In GRT, click CHOOSE FILE
  - Select the saved Excel spreadsheet
  - Click UPLOAD IBASE INFORMATION a second time (the information updated in the Excel spreadsheet will appear on the screen)
  - Click SUBMIT



Registration Name: \_\_\_\_\_ SR#: \_\_\_\_\_ Submitted Date: \_\_\_\_\_  
 Registration ID: 8237646 Status: Not Initiated Completed Date: \_\_\_\_\_  
 Sold To: \_\_\_\_\_ Sub-Status: \_\_\_\_\_ Registration Notes: Test  
 Customer Name: \_\_\_\_\_

EXISTING INSTALL BASE +

SALES OUT INVENTORY REPORT +

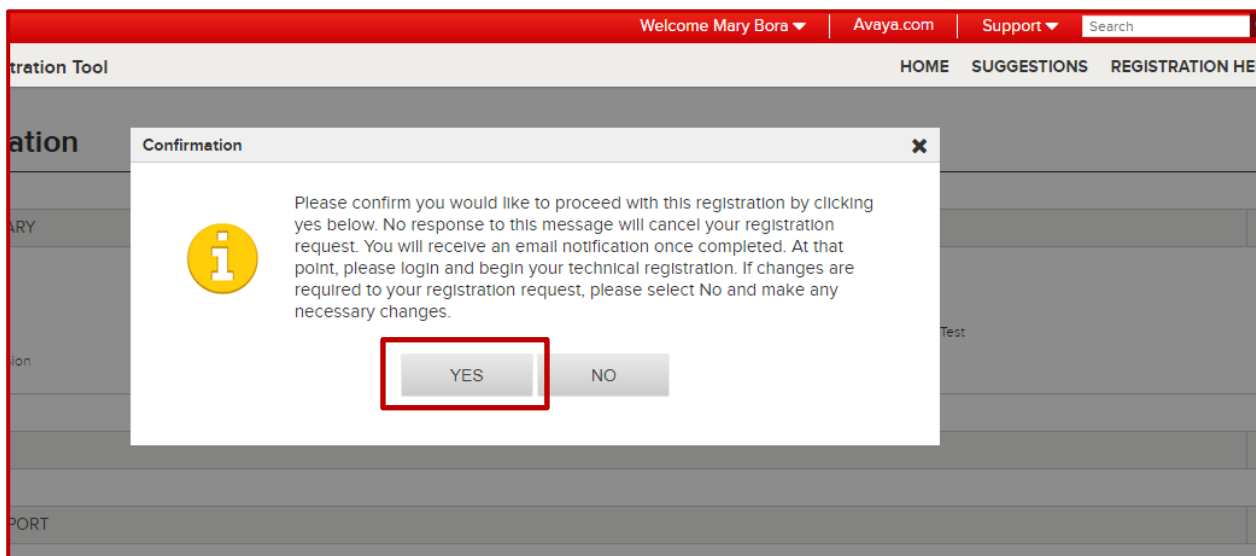
Material Code*	Qty*	Serial Number	Material Code Description	TOB Eligible?	Select <input checked="" type="checkbox"/>	Warnings
103173 LOOKUP	5		INT AUD VS 4X60 R4.3	Y	<input checked="" type="checkbox"/>	
102147 LOOKUP	2		FAX PLAIN PAPER GR 9500	Y	<input checked="" type="checkbox"/>	

MANUALLY ADD MATERIAL CODE

Choose File No file chosen UPLOAD IBASE INFORMATION

CANCEL BACK SAVE SUBMIT

6. To proceed with the registration, click on Yes.

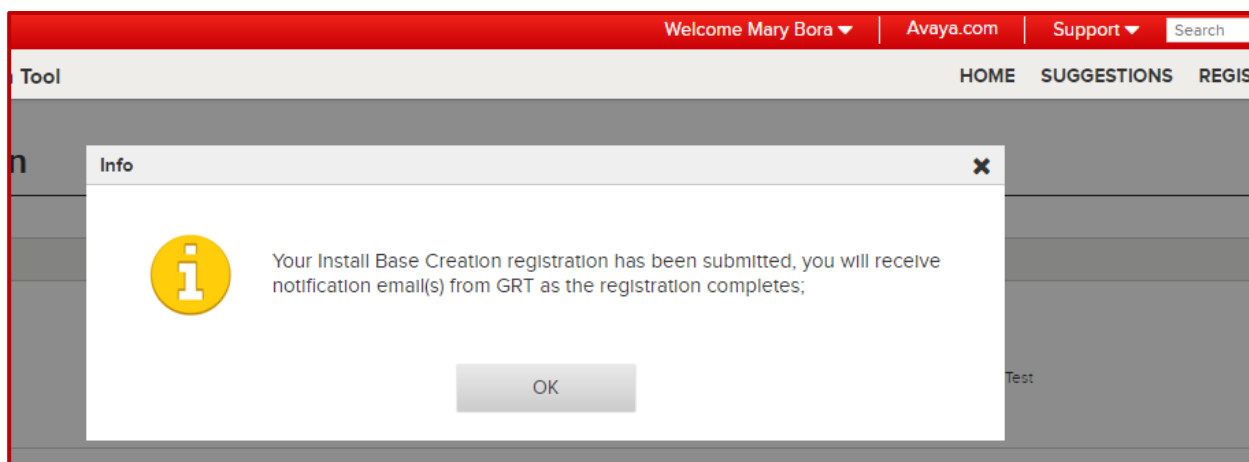


Confirmation

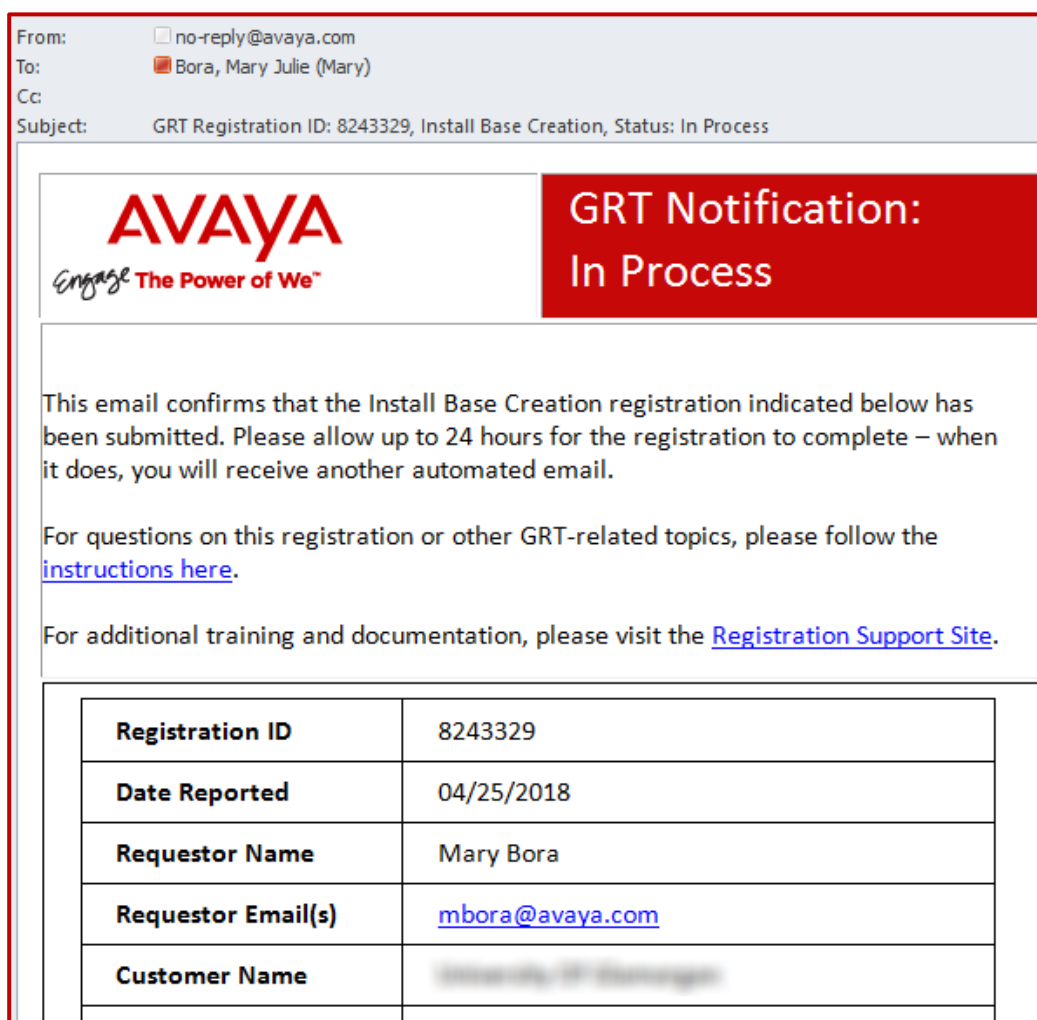
Please confirm you would like to proceed with this registration by clicking yes below. No response to this message will cancel your registration request. You will receive an email notification once completed. At that point, please login and begin your technical registration. If changes are required to your registration request, please select No and make any necessary changes.

YES NO

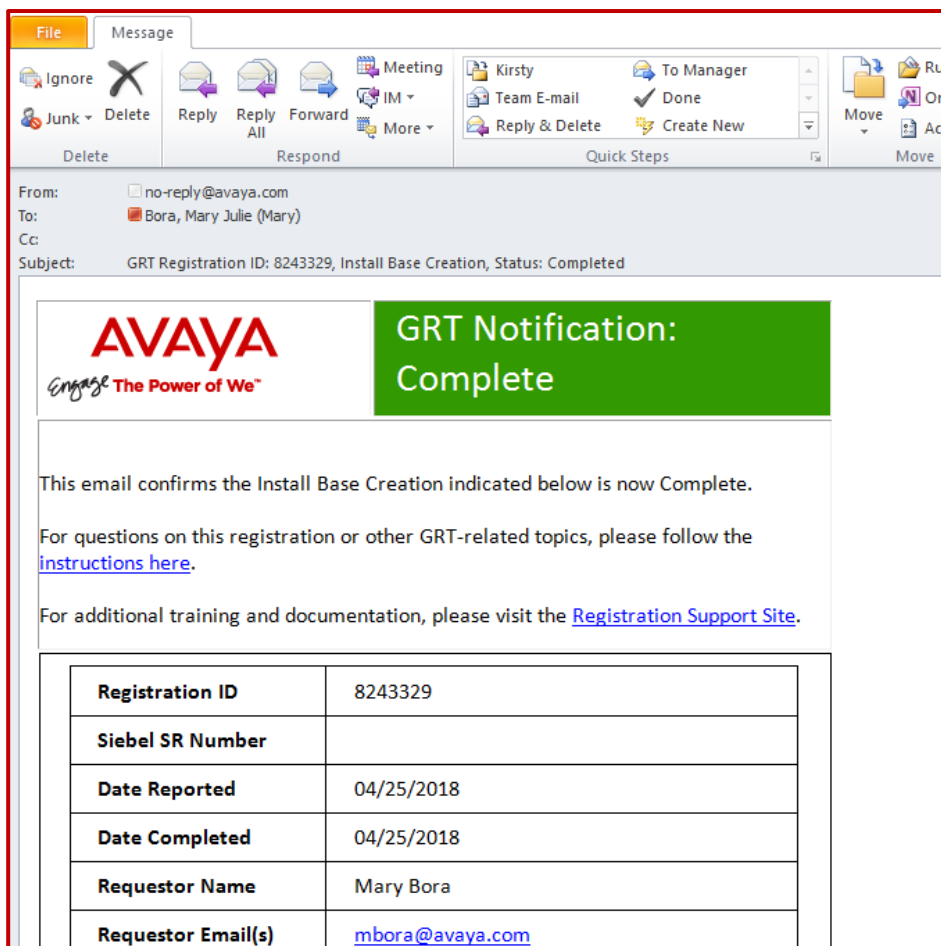
- Pop message appears stating Installed Base Creation Registration request is submitted.



- Email confirmation is sent to the requestor.



9. Once the Installed Base Creation is completed, confirmation email is sent



## Roles and Responsibilities when performing Install Base Creation

Scenario	Scenario Description	Party/Circumstance	Responsibility
1	The customer engages APS to install Avaya product (direct order)	N/A	This step is automated
2	The customer engages a Business Partner to install Avaya product, or it is an indirect order involving a Business Partner	<b>Business Partner</b>	This step is automated
3	A Business Partner uses a third party, other than	<b>Business Partner</b>	Creates Install Base in GRT



Scenario	Scenario Description	Party/Circumstance	Responsibility
	APS, to install Avaya product		
4	The customer installs Avaya product and has engaged Avaya to certify the equipment	<ul style="list-style-type: none"> <li>– The equipment was purchased <b>from Avaya</b></li> <li>– The equipment was purchased <b>from a Business Partner</b></li> </ul>	This step is automated
5	The customer installs Avaya product and has engaged a Business Partner to certify the equipment	See Scenario 4	See Scenario 4
6	The customer has existing equipment they are looking to bring under an Avaya maintenance agreement; the customer has engaged either Avaya or a Business Partner to certify the equipment	See Scenario 4	See Scenario 4

## TECHNICAL ONBOARDING

Technical Onboarding is used to **establish and test remote connectivity and alarming** to the devices on an End Customer's install base.

There are four primary methods of remote access used by Avaya, all of which are enabled through Technical Onboarding in GRT:

- **Secure Access Link (SAL)** is the most common remote access method chosen when performing Technical Onboarding
- **SSL/VPN** is the remote access method used when deploying IP Office solutions
- **Modems and IP addresses** can also be used when performing Technical Onboarding on many older products
- **RASIP** can be used for old equipment

As stated above, SAL remote access is the most common option users choose when performing this step of a registration. The Technical Onboarding process for a device using SAL remote access is actually two distinct steps in GRT: SEID Creation and Connectivity/Alarming Testing.

**SEID Creation** is the process of creating Solution Element ID's (SEID's) and Solution Element Codes (SE Codes) for the devices on a customer's install base that are to be remotely accessible. These SEID's and SE Codes identify the End Customer's specific equipment and are critical to providing remote support.

**Connectivity/Alarming Testing** is the process of testing that Avaya can remotely access, and receive proactive alarms from, devices at a customer's location. Much of this Connectivity/Alarming Testing is automated and the testing that is not automated will be done manually by an Avaya engineer when the request is submitted in GRT.

## Steps to perform Technical Onboarding

This document covers the basics of Technical Onboarding. For more information, including screenshots and the steps to perform both SEID Creation and Connectivity/Alarming Testing, review the following document:

- Technical Onboarding Detailed Job Aid: <https://support.avaya.com/css/P8/documents/100175932>

**NOTE:** Most of Technical Onboarding scenarios are handled in GRT. For information on the few scenarios that cannot be processed in GRT, follow the guidance in the Knowledge Base article below:

<https://support.avaya.com/ext/index?page=content&id=FAQ101876>

## Roles and Responsibilities when performing Technical Onboarding

Scenario	Scenario Description	Party/ Circumstance	Responsibility
1	The customer engages APS to install Avaya product	<b>APS</b>	1) Completes GRT request for SAL records building and receives SEID's 2) Completes programming of SAL GW and establish connectivity; complete connectivity and alarming request in GRT (and receive SR# for registration team to work)
		<b>Avaya Registration Team (and GRT)</b>	3) Handles any errors with records building 4) Tests alarming and connectivity with new devices and sends confirmation back to requestor allowing project to be closed
2	The customer engages a Business Partner to install Avaya product	<b>Business Partner</b>	Responsible for components 1 and 2 of Scenario 1; though work may be subcontracted to APS however, responsibility delegation must be clearly documented in the Statement of Work
3	A Business Partner uses a third party, other than APS, to install Avaya product	<b>Business Partner</b>	Responsible for components 1 and 2 of Scenario 1; though work may be subcontracted to APS however, responsibility delegation must be clearly documented in the Statement of Work
4	The customer installs Avaya product and has engaged Avaya to certify the equipment.	<b>NOTE:</b> Scenario 4 is currently being reviewed by Avaya; updated instructions will be provided upon the next release of this Help Document.	
5	The customer installs Avaya product and has engaged a Business Partner to certify the equipment	See Scenario 2	See Scenario 2

6	The customer has existing equipment they are looking to bring under an Avaya maintenance agreement; the customer has engaged <b>either Avaya or a Business Partner</b> to certify the equipment	Customer has <b>engaged Avaya</b>	See Scenario 4
		Customer has <b>engaged a Business Partner</b>	See Scenario 5

## RECORD VALIDATION

Record Validation is used to modify existing records on the customer's install base. Options are:

- 1) **Remove** material codes and quantities (i.e. when a device is no longer being used)
- 2) **Increase** the quantity of existing material codes (i.e. when new/additional instances of the same equipment have been installed)
- 3) **Validate** that the records are accurate as-is,
- 4) **Update** the serial number of any record that has one.

Users can perform these actions manually on the screen or by uploading an Excel spreadsheet with the same information.

**NOTE:** When a device is removed from a customer's install base via a Record Validation transaction, the customer's **maintenance contract and billing will NOT be updated automatically**. GRT will create a Service Request for an Avaya associate to review the customer's account and determine if the maintenance for the records removed should be cancelled, and if necessary termination fees should be billed. Recasts and cancellations can also be submitted to [mycontract@avaya.com](mailto:mycontract@avaya.com).

*To ensure the customer's billing is updated correctly, work with your Avaya Account Manager*

## Steps to perform Record Validation

- Click RECORD VALIDATION ONLY on the GRT Home screen

The screenshot shows the Avaya Global Registration Tool (GRT) Home screen. The interface is divided into two main sections: 'Create A New Registration' and 'Registration Management'. In the 'Create A New Registration' section, there are several buttons: 'End to End Registration', 'Install Base Creation Only', 'Technical Onboarding Only', 'Record Validation Only' (highlighted with a red box), 'Equipment/Site Move Only', 'SAL Migration Only', and 'IP Office with Onboarding Functionality (V9.0 and higher)'. In the 'Registration Management' section, there are buttons for 'Update Existing Registration', 'CM Main/Remote Survey (EPN Survey)', 'Account Update', and 'View Install Base'. Below these sections is the 'IPOSS Token Redemption' section, which includes 'Account Creation' and 'Create New IPOSS Registration (V9.0 and higher)'. The top of the screen features the Avaya logo and the text 'Global Registration Tool', along with 'HOME' and 'SUGG' links.

- Type in the End Customer's Sold To/Functional Location. Note: End Customer ST / FL must be in the 10-digit format with leading zeros

Click SEARCH

**AVAYA** | Global Registration Tool

## Customer Site Registration

Please enter End Customer Sold To (Functional Location) Number:

Sold To/Functional Location:

Be sure to include any leading zeroes when entering a Sold To/Functional Location above. All Sold To's/Functional Locations should include 10 digits, meaning some will require two leading zeroes (e.g. 0012345678), and others will require three (e.g. 0001234567). Please include these leading zeroes when entering the account number above.

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- Complete the details on the Site Contact Validation screen

Click NEXT

**AVAYA** | Global Registration Tool HOME SUGGESTIONS REGISTRATION HELP Ask AVA

## Site Contact Validation

<p><b>SOLD TO LOCATION</b></p> <p>Registration Id: <input type="text" value="7542516"/></p> <p>Sold To: <input type="text"/></p> <p>Company Name: <input type="text" value="Test Account"/></p> <p>Phone Number: <input type="text"/></p> <p>Site Country: <input type="text" value="USA"/></p> <p>Address Line 1: <input type="text" value="600 Technology Park Dr."/></p> <p>Address Line 2: <input type="text"/></p> <p>City: <input type="text" value="Billerica"/></p> <p>State: <input type="text" value="Massachusetts"/></p> <p>Zip/Postal Code: <input type="text" value="01821"/></p> <p>Registration Name: <input type="text"/></p>	<p><b>REPORTED BY</b></p> <p>First Name: <input type="text" value="Adam"/></p> <p>Last Name: <input type="text" value="Chovan"/></p> <p>Phone Number: <input type="text"/></p> <p>Email Address: <input type="text" value="apskierkiewi@avaya.com"/></p> <p>Do You Want To Receive Email Notifications?: <input type="text" value="Y"/></p> <p><b>GRT NOTIFICATION CONTACT</b></p> <p><input checked="" type="radio"/> Same as Above <input type="radio"/> Enter Manually</p> <p>First Name*: <input type="text" value="Adam"/></p> <p>Last Name*: <input type="text" value="Chovan"/></p> <p>Phone Number: <input type="text"/></p> <p>Email Address*: <input type="text" value="apskierkiewi@avaya.com"/></p>	<p><b>REGISTRATION NOTES</b></p> <div style="border: 1px solid #ccc; height: 150px;"></div>
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- View the records on the install base currently by clicking the bar that says RECORD VALIDATION SUMMARY

RECORD VALIDATION SUMMARY

SHOW 10 ENTRIES SEARCH:

Qty	Material Code	Material Code Description
3	114588	DEF GW 1000 ROOM W/DUP ISSS
14	227272	SAL STDALN GATEWAY LIC R15+ DWLND
8	253754	DL350G7 SERVER CM S/DIMBT/SBC
1	700417397	IPO IP500 MC VCM 64
1	700417462	IPO IP500 TRNK PRI UNVRSL DUAL
8	700447675	S8300D SERVER
1	700476013	IPO IP500 V2 COMB CARD ATM
1	700479702	IPO IP500 V2 SYS SD CARD AL
1	700500698	IPO IP500 EXP MOD DS30A DGTLS RJ21
1	700501442	IPO R8.0+ UC MOD

Showing 1 to 10 of 11 entries

<<FIRST

PREVIOUS

1

2

NEXT

LAST>>

CANCEL

BACK

SAVE

SUBMIT

VALIDATE

EXPORT

- View more details of any of the records on the RECORD VALIDATION SUMMARY page by clicking on the Quantity, Material Code or Material Code Description listed (all are hyperlinks)

RECORD VALIDATION SUMMARY

RECORD VALIDATION SUMMARY DETAILS - 700447675

SHOW 10 ENTRIES SEARCH:

Existing Qty	Contract?	TOB'd?	Material Code	Material Code Description	Product Line	SE Code	SEID	Serialized?	Serial Number	Asset Nickname
1			700447675	S8300D SERVER	CONVERGED	S8300		Y	515151515151544086	
1		Yes	700447675	S8300D SERVER	CONVERGED	VCM	(628)085-5314	Y	515151515151544092	
1			700447675	S8300D SERVER	CONVERGED	S8300		Y	510101010101044087	
1		Yes	700447675	S8300D SERVER	CONVERGED	VCM	(628)085-5315	Y	515151515151544093	
1		Yes	700447675	S8300D SERVER	CONVERGED	VCM	(628)085-5281	Y	515151515151544095	
1		Yes	700447675	S8300D SERVER	CONVERGED	VCM	(628)085-5304	Y	515151515151544090	
1		Yes	700447675	S8300D SERVER	CONVERGED	VCM	(628)085-5360	Y	515151515151544091	Added the asse
1			700447675	S8300D SERVER	CONVERGED	S8300		Y	515151515151544088	

Showing 1 to 8 of 8 entries

<<FIRST

PREVIOUS

1

NEXT

LAST>>

CANCEL

BACK

SAVE

SUBMIT

VALIDATE

EXPORT

- Validate** that the install base records on the screen are accurate as-is by clicking VALIDATE at the bottom of the screen  
**NOTE:** The option to validate existing records is only available if no changes have been made on the screen; once a user makes changes to the information presented, the Validate button will be disabled and the Submit button must be used to submit the registration
- Update the quantity** of any record manually by entering the correct quantity (the quantity that is physically installed at this location) in the UPDATED QTY column of that row  
**NOTE:** Any row which has a serial number or SEID will only have a quantity of 1 (as there should only be 1 record with this particular serial number or SEID) and these rows can only be removed

- **Remove** any record manually by entering a “0” in the UPDATED QTY column of that row
- **Update the serial number** of any record manually by locating that record and changing the serial number listed in the SERIAL NUMBER column of that row  
**NOTE:** Users can update any serial number on the account but they cannot delete existing serial numbers without replacing them; if a user simply removes the existing serial number without entering a new one, GRT will ignore the change once the registration is submitted
- Click SUBMIT

- Add a **new row** of information to the install base by clicking MANUAL ENTRY (a new row will appear at the top of the Record Validation table where the user can input details)
- Input the appropriate material code, quantity and serial number

**NOTE:** The same validations that GRT applies to Install Base Creation apply to this method of adding records as well (e.g. PLDS codes cannot be submitted, serial numbers can only be entered if the material code is serialized and quantity is 1, etc.)

- Click SUBMIT



- Click the Export button to download an Excel version of existing records.
- Update any quantities, serial numbers, or remove any records (set qty to 0). Be sure to indicate a value in Column A (Action) for each record being added or updated.
- Save the Excel spreadsheet to your computer
- In GRT, click CHOOSE FILE
- Select the saved Excel spreadsheet
- Click UPLOAD RECORD VALIDATION INFORMATION (the information updated in the Excel spreadsheet will appear on the screen)
- Click SUBMIT

**Record Validation**

REGISTRATION SITE SUMMARY

Registration Name: Status: Not Initiated Submitted Date:  
 Registration ID: 7605373 Sub-Status: Completed Date:  
 Serial To: Active Contract SR#: Registration Notes:  
 Customer Name: Test Account

RECORD VALIDATION

Select	Existing Qty	Updated Qty	Qty Added/Removed	Contract?	TOB'd?	Material Code	Material Code Description	Product Line	SE Code	SEID	Serialized?	Serial Number
<input type="checkbox"/>	1				Yes	263764	DL360G7 SERVER CM S/D MBT SBC	CONVERGED	VUS	(6281085-637)	Y	8160750269
<input type="checkbox"/>	1					700447675	S8300D SERVER	CONVERGED	S8300		Y	5151515151
<input type="checkbox"/>	1					263764	DL360G7 SERVER CM S/D MBT SBC	CONVERGED			Y	8160750269
<input type="checkbox"/>	1				Yes	700447675	S8300D SERVER	CONVERGED	VCM	(6281085-6314)	Y	5151515151
<input type="checkbox"/>	1					700447675	S8300D SERVER	CONVERGED	S8300		Y	5151515151
<input type="checkbox"/>	1				Yes	700447675	S8300D SERVER	CONVERGED	VCM	(6281085-6315)	Y	5151515151
<input type="checkbox"/>	1				Yes	700447675	S8300D SERVER	CONVERGED	VCM	(6281085-6328)	Y	5151515151
<input type="checkbox"/>	1				Yes	700447675	S8300D SERVER	CONVERGED	VCM	(6281085-6394)	Y	5151515151
<input type="checkbox"/>	1				Yes	700447675	S8300D SERVER	CONVERGED	VCM	(6281085-6380)	Y	5151515151
<input type="checkbox"/>	1					263764	DL360G7 SERVER CM S/D MBT SBC	CONVERGED			Y	8160750269

Select/Unselect All Records

Upload Choose File No file chosen UPLOAD RECORD VALIDATION INFORMATION MANUAL ENTRY

Showing 1 to 10 of 30 entries

RECORD VALIDATION SUMMARY

CANCEL BACK SAVE SUBMIT VALIDATE EXPORT

## Roles and Responsibilities when performing Record Validation

Scenario	Scenario Description	Party/Circumstance	Responsibility
1	The customer engages APS to install Avaya product	<b>APS Project Manager</b>	Completes Equipment Removal in GRT
		<b>APS Software Specialist</b>	Provides information to APS PM as needed
		<b>Avaya Account Manager</b>	Provides information to APS PM as needed

2	The customer engages a Business Partner to install Avaya product	<b>Business Partner</b>	Completes Equipment Removal in GRT and Updates CM Main/Remote Survey via GRT
3	A Business Partner uses a third party, other than APS, to install Avaya product	<b>Business Partner</b>	Completes Equipment Removal in GRT and Updates CM Main/Remote Survey via GRT
4	The customer installs Avaya product and has engaged Avaya to certify the equipment	<b>Avaya System Engineer</b> that supports the account	Completes Equipment Removal in GRT; also updates CM Main/Remote Survey
5	The customer installs Avaya product and has engaged a Business Partner to certify the equipment	<b>Business Partner</b>	Completes Equipment Removal in GRT and Updates CM Main/Remote Survey via GRT
6	The customer has existing equipment they are looking to bring under an Avaya maintenance agreement; the customer has engaged <b>either Avaya or a Business Partner</b> to certify equip.	Customer has <b>engaged Avaya</b>	See Scenario 4
		Customer has <b>engaged a Business Partner</b>	See Scenario 5

## EQUIPMENT MOVE

Equipment Move is used to update the records of two separate install bases when a device is moved from one location to another. When a user performs this registration type, the material codes and quantities indicated will be removed from the existing Sold To and added to the target Sold To. The SEID's and SE Codes attached to those material codes will also be moved from the existing SoldTo to the target Sold To.

Avaya advises that a Connectivity/Alarming RETEST be performed after the Equipment Move registration is complete to ensure that remote connectivity/alarming are still working correctly at the new Sold To for the devices that were just moved.

**NOTE:** When a device is moved from a customer's install base via an Equipment Move transaction, the customer's **maintenance contract and billing will NOT be updated automatically i.e. active maintenance**

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**support on the “From” site does not move to the “To” site.** GRT will create a Service Request for an Avaya associate to review the customer’s account and determine if the maintenance for the records moved should be cancelled, and if necessary termination fees should be billed. Recasts and cancellations can also be submitted to [mycontract@avaya.com](mailto:mycontract@avaya.com).

*To ensure the customer’s billing and support entitlement is updated on both sites correctly, work with your Avaya Account Manager*

## Steps to perform Equipment Move

- Click EQUIPMENT/SITE MOVE ONLY on the GRT Home screen

- Type in the End Customer’s Sold To/Functional Location where the records **currently reside** in the FROM Sold To/Functional Location field
- Type in the End Customer’s Sold To/Functional Location where the records **are being moved to** in the TO Sold To/Functional Location field

Click SEARCH

AVAYA

Global Registration Tool

Customer Site Registration

Please enter End Customer Sold To (Functional Location) Number:

From Sold To/Functional Location:

To Sold To/Functional Location:

CANCEL

SEARCH

Be sure to include any leading zeroes when entering a Sold To/Functional Location above. All Sold To's/Functional Locations should include 10 digits, meaning some will require two leading zeroes (e.g. 0012345678), and others will require three (e.g. 0001234567). Please include these leading zeroes when entering the account number above.

NOTE: If you are a Business Partners or Customer, the Sold-To's/Functional Locations associated with your SSO will auto-populate after entering the first three characters in the field above.

- Complete the details on the Site Contact Validation screen

Click NEXT

AVAYA

Global Registration Tool

HOME SUGGESTIONS REGISTRATION HELP Ask AVA

Site Contact Validation

SOLD TO LOCATION

Registration Id: 7542516  
Sold To:  
Company Name: Test Account  
Phone Number:  
Site Country: USA  
Address Line 1: 600 Technology Park Dr.  
Address Line 2:  
City: Billerica  
State: Massachusetts  
Zip/Postal Code: 01821  
Registration Name:

REPORTED BY

First Name: Adam  
Last Name: Chovan  
Phone Number:  
Email Address: apskierkiew@avaya.com  
Do You Want To Receive Email Notifications?: Y

REGISTRATION NOTES

GRT NOTIFICATION CONTACT

☒ Same as Above ☐ Enter Manually

First Name\*: Adam  
Last Name\*: Chovan  
Phone Number:  
Email Address\*: apskierkiew@avaya.com

HOME

BACK

RESET

NEXT

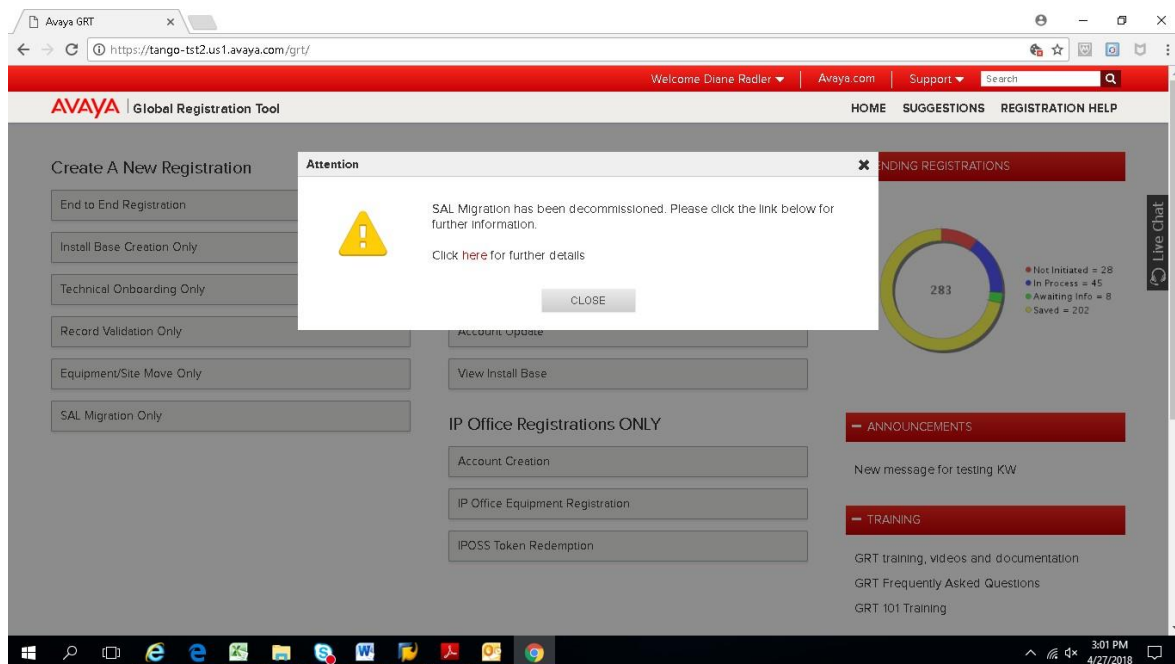
- Locate the correct record and indicate the quantity that should be moved to the new Sold To/Functional by typing the applicable quantity in the QTY TO MOVE column
- Click SUBMIT

Select	Existing Qty	Qty to Move	TOB'ed?	SEID	SE Code	Material Code	Material Code Description	Product Line	Contract?	Serial Number
<input checked="" type="checkbox"/>	1	1	No		S8300	700447675	S8300D SERVER	CONVERGED	No	515151515154408
<input checked="" type="checkbox"/>	1	1	No		S8300	700447675	S8300D SERVER	CONVERGED	No	515151515154408
<input checked="" type="checkbox"/>	1	1	No		S8300	700447675	S8300D SERVER	CONVERGED	No	515151515154408
<input type="checkbox"/>	1		Yes	(528)085-5314	VCM	700447675	S8300D SERVER	CONVERGED	No	515151515154409
<input type="checkbox"/>	1		Yes	(528)085-5315	VCM	700447675	S8300D SERVER	CONVERGED	No	515151515154409
<input type="checkbox"/>	1		Yes	(528)085-5281	VCM	700447675	S8300D SERVER	CONVERGED	No	515151515154409
<input type="checkbox"/>	1		Yes	(528)085-5394	VCM	700447675	S8300D SERVER	CONVERGED	No	515151515154409
<input type="checkbox"/>	1		Yes	(528)085-5390	VCM	700447675	S8300D SERVER	CONVERGED	No	515151515154409
<input type="checkbox"/>	1		Yes	(528)085-5717	VUS	263764	DL360G7 SERVER CM S/DIMBT/SBC	CONVERGED	No	816075026941
<input type="checkbox"/>	1		No			263764	DL360G7 SERVER CM S/DIMBT/SBC	CONVERGED	No	816075026932

## SAL Migration

SAL Migration is used to update the connectivity records of devices that are currently supported through a remote access type *other than* SAL (e.g. modem or IP address), once the customer decides to use SAL to remotely access those devices.

**This has been disabled with the TOB Enhancement release on the GRT Main Menu. SAL migration needs to be carried out directly on SAL going forward.**



**This is the KB article link <http://support.avaya.com/kb/ext/S:SOLN322731>.**

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## Other/Miscellaneous

### CM Main/Remote Survey

The CM Main/Remote Survey is used to produce a breakout of the cabinets, gateways and servers for a specific customer's core PBX. This information is used to aid in billing and services for customer equipment residing in multiple locations and specifically used to aid in allocating the different licenses, TDM Ports, LSP's and Servers across a customer's set up in order to bill each location separately.

You can find more information on the CM Main/Remote Survey in the Job Aid below:

- <https://support.avaya.com/css/P8/documents/100175938>

### Customer Authorization Tool (CAT)

A Business Partner can only perform registrations for those Sold To's/Functional Locations that an End Customer has given them **registration permissions** for using the Customer Authorization Tool (CAT).

You can find more information on registration permissions and CAT on the support site below:

- <https://support.avaya.com/cat>

### Material Code Considerations

Many material codes can be added, moved, removed or otherwise updated using GRT. There are certain exceptions to this rule, for instance:

- **PLDS** material codes must be added, moved and removed from a customer's install base using PLDS, not GRT. GRT will display any PLDS material codes that appear on the customer's install base but the user cannot update them directly in GRT; all such changes must be completed in PLDS. However, users can Technically Onboard any PLDS material codes that are on the install base and are eligible for Technical Onboarding; those PLDS material codes will be Technically Onboarded using the same process as all other hardware material codes.
- **If Nortel "blue" products are covered by a Nortel "blue" maintenance support contract (e.g. EXPRESS, PASS), then you SHOULD NOT register the products in GRT.** All changes, including adding/removing products as well as moving existing products to a different location, must be made by updating the maintenance support contract directly and you should work with your Avaya Account Manager to do so. Any updates you make in GRT will not inherit the entitlements from the contract *and may cause separate entitlement issues*.
- **If Nortel "blue" products are covered by an Avaya "red" maintenance support contract (e.g. Support Advantage), then you MUST register them in GRT as you would with any other product.**
- All eligible products, **whether they are Nortel "blue" or Avaya "red" products**, regardless of what type of maintenance support contract they are covered by, **MUST** be Technically On boarded in GRT. In practice, most Nortel "blue" products will not require Technical Onboarding because they do not support remote access. However, for those Nortel "blue" products which are eligible, you should Technically Onboard them using GRT.

- **Data/networking** material codes should be registered in GRT as long as the End Customer is covered by an Avaya “red” maintenance contract such as Support Advantage.
- Any material code that is **not eligible** to be included on an End Customer’s install base (e.g. Services Offer Tracking codes or material codes without a Maintenance Price Class) cannot be added in GRT.

## Pending Registrations Graph

On the GRT Home screen, there is a circular Pending Registrations Graph that indicates all of the registrations that a user has submitted that have not completed. When referencing the Pending Registrations Graph, keep the following in mind:

- The Pending Registrations Graph displays a count of all of the registrations which have at least one phase with a status of Not Initiated, In Process, Awaiting Information or Saved
- The Graph only considers registrations submitted by the username of the individual SSO login signed into GRT at that time
- The count of “Not Initiated” registrations only applies to End to End registrations and it does not count the Equipment Move status (because the Equipment Move status of an End to End registration will always be Not Initiated)
- If an End to End registration has **multiple statuses** (e.g. Install Base Creation = In Process, Technical Onboarding = Awaiting Information, Record Validation = Saved), each of those statuses will be counted once on the Graph
- If an End to End registration has **duplicate statuses** (e.g. Install Base Creation and Technical Onboarding both = In Process), that status will only be counted once on the Graph

## Statuses of registrations in GRT

The statuses that GRT displays for any registration indicate the following:

- **Completed:** the registration has been submitted and all records have been updated successfully
- **Validated:** the Record Validation registration has been submitted as Validated; no more changes can be made to this specific registration
- **In Process:** the registration has been submitted but has not yet completed  
**NOTE:** if any registration *other than a Connectivity/Alarming Testing request* has been In Process for more than 24 hours, submit an ITSS ticket to have the registration processed manually
- **Awaiting Information:** the registration has been submitted but something abnormal has occurred that has stopped the registration from completing; attention from someone is required

**NOTE:** if a registration is Awaiting Information and a *SR# is indicated*, an Avaya engineer will complete the SR and update the registration manually, at which time the status will update

**NOTE:** if a registration is Awaiting Information but a *SR# is NOT indicated* (e.g. SEID Creation has failed for the first time) then it is the user's responsibility to update and resubmit the registration, at which time the status will update

- **Saved:** the registration has not yet been submitted; users can resume a Saved registration and submit it normally, at which time the status will update
- **Cancelled:** the registration has not been submitted; users cannot resume or submit a Cancelled registration and should begin a new registration to make any desired changes
- **Not Initiated:** the registration has not yet been submitted; users can resume a Not Initiated registration and submit it normally, at which time the status will update

## How to get help with GRT or registration questions

If you experience a problem with GRT or need help completing your registration, there are three options to get assistance. You can search FAQ's using the Avaya Knowledge Base, chat with a live agent using Avaya's ASK AVA chat functionality, or open a ticket with Avaya's IT department.

You can find more information on each of these three options in the Knowledge Base article below:

- <https://support.avaya.com/ext/index?page=content&id=FAQ105904>

## Provide comments and suggestions to Avaya

We welcome any comments or suggestions that users have to improve the Global Registration Tool and process. You can share these thoughts with Avaya using the link below:

- <https://avaya.uservoice.com/forums/190607-global-registration-tool-grt->

## Change History

Rev	Change Detail	Changed By	Date
1	Approved/Adding to AOK	n/a	5/22/2012
2	Approved/Adding to AOK: DOC ID 100162279	n/a	5/22/2012
3	Updating LOA URL; Adding updates to GRT Usage for Install Base and Technical Onboarding Modem; updated Approver	n/a	8/13/2012
4	Removed <a href="http://www.calawebregistration.com">http://www.calawebregistration.com</a> (decommissioned); CSI-AOR decommission date set of 12/1/12; Added Updates to EMEA and APAC install base and Records Validation; Added References to SAL UI Help Document	n/a	11/5/2012

5	Removed references to CSI-AOR for Canada (decommissioned 12/1/12); Updated notification of US ProdReg decommission date of 1/31/13; replaced mtcaftmkt@avaya.com with correct1usa@avaya.com for Equipment Removals in the US; added URL's for GRT Install Base, Technical Onboarding, Records Validation User Guides	n/a	12/14/2012
6	Reworked the format of the document (adding TOC, formal titles, etc.). Added new sections including escalation handling, background and intro, why registration matters, high level flow, providing feedback, etc. Added roles and responsibilities to the document	n/a	4/11/2013
7	New Document Release for GRT 3.0	Adam Chovan	9/20/2013
8	New Document Release for GRT 4.0	Adam Chovan	8/24/2015
9	Updated Install Base Creation and Technical Onboarding Section	Mary Bora	04/25/2018