

IPOSS Token Process

Frequently Asked Questions

Overview

The following FAQs are designed to assist Avaya Partners with the new process which simplifies the IPOSS contract process.

[Process also known as “Gift Card Token Process”](#)

Frequently Asked Questions

Overview of Token Process:

Q: When can I use the new Gift Card ordering process?

A: The Gift Card ordering process can be used for Front Market IP Office Support Services orders. It currently cannot be used for renewals, recasts, IP Office with Scopia (Avaya Video Support Services maintenance), and IP Office Branch solution (Support Advantage maintenance required) and Special Bid orders.

Q. Why should I use the new Gift Card ordering process?

A. The new Gift Card ordering process reduces cycle time associated with IP Office Support Services front market orders by 3 to 5 days in total. The process allows for automation of the IPOSS Token creation and delivery to the Business Partner quickly. In addition, the addition the Business Partner is able to create the new End Customer record (aka FL/end user sold to) and redeem the token via automated token process/Global Registration Tool (GRT) functionality, without Avaya intervention.

Q: Can I use the Gift Card process in all regions?

A: No, the new process is based on APM/One Source deployment. Currently, EMEA, APAC and the US/Canada are deployed with One Source. In addition, you can only redeem a token for the specific country they were configured for.

Q: What if I have technical difficulties with the Global Registration Tool or EC Tool?

A: Global Registration Tool Technical issues can be reported by either by calling 866AvayaIT, select preferred language, prompt 1 if you are a business partner OR by launching a web ticket at partner-itss.avaya.com: Create a Ticket (or Report an Incident), Service Family=Corporate Applications, Impacted Service=Global Registration Tool or EC.

Q: What if I have questions about the End Customer Account creation process (Sold_to/Ship_to create) – missing customers, duplicates, or questions on creating a new customer?

A: The Avaya Global Customer Master Data team can be contacted for any end customer account issue or question based on the appropriate region:

US: uscmd@avaya.com EMEA:

emeacmd@avaya.com Canada:

vitalservice@avaya.com

Q: When should Distributors report Tokens on the Sales Out Report?

A: Once a Token is redeemed and a Contract is created, an Avaya Invoice will be sent to the Distributor. Only when Avaya has billed the distributor should a Token be reported on the Sales Out Report. The Token Number or Contract number should be noted on the Sales out report.

Token Creation and Management:

Q: How long is a Token valid for?

A: A Token is valid for 180 days from the date of creation. However, a token can be expired earlier by the distributor.

Q: Can a token be used multiple times?

A: No, a token is only valid one time.

Q: If I order using the new Gift Card process, will an existing maintenance contract for the end user Sold To/Ship To/Functional Location selected get canceled?

A: No, if the customer wants to cancel an existing contract, the customer must contact their regional Order Entry Fulfillment Center (OEFC) office. The Gift Card process will not automatically cancel the existing contract.

Q: How can a distributor check what tokens are used, or unused?

A: The EC/OneSource tool has a Token Reporting dashboard that allows the distributor to view the status of Tokens and to send tokens to Business Partners electronically. This Token Reporting Dashboard can be found from the EC Portal under the Order Center Menu, or within EC Services on the menu options.

Q: How can a distributor expire an existing token?

A: The expiration function can be executed by the Distributor from the Token Reporting Dashboard (by locating the individual Token to be expired) and choosing the Expire button. The token will be expired immediately by this function. Or, the Token will expire automatically when the time period of 180 days elapses.

Q: What if the Business Partner loses the token number?

A: The distributor should expire the old token number so no one can use it and then assign a new token to the Business Partner.

Q: Can a token cover more than one system?

A: Yes, you can have multiple systems on one token. All of these systems must be at one end user location. If the systems are the same end user at different locations, multiple tokens must be configured.

Q: How is the pricing of the Token determined?

A: The Token price is determined using the Avaya APM pricing method and the following factors; IPOSS service options (Service Material), Quantity of Tokens requested, Distributor Discount applied, Business Partner Discount Or Medal Level specified, Country specific discount on Order (if appropriate). Token price remains static based on the configuration date.

Q: Once the Distributor goes thru EC and creates the quote, they then use Order Center to place the order on Avaya for the Token? Is there any other way for them to order the token from us?

A: Yes, the token order process is also set up for EDI orders (US Only) using the “T” material codes. When an order with token codes is submitted the AVAYA workflow is going to create token PDF files, which is with the same as if they ordered from EC/OC.

Q: Does this Token Process cover the “Like for Like” Avaya Policy checks?

A: No, it is the responsibility of the Business Partner to ensure the Avaya policy rules and restrictions are met prior to the Token Order.

Q: Why is there a serial number on the token email?

A: This is a second unique identifier for distributors requested by some distributors for use in their ERP system.

Q: How can I identify the medal status a token was created for?

A: The Token Summary PDF file, at the bottom of each order is an indicator added to the material code. This indicator is added behind the “T” of the material code:

01 = Silver

02 = Gold

03 = Platinum

04 = Authorized



Q: If I choose Auto-Renew Yes, will it renew without a new PO number being provided?

A: No, the Auto-renew “Yes” option will ensure that prior to the actual renewal of the IPOSS Contract, the Partner/Customer Consent is achieved and a new PO number is provided by the Distributor for billing. The auto-renew option allows for simplification of the renewal process via notifications and automation in advance of the existing contract expiration, in order to renew the contract.

Q: Since Partners have access to EC, can they request/order a token directly?

A: No, only distributors have access to the IPOSS Token Quote – restricted in EC

Redeeming Tokens, plus Customer Accounts and Product Registration:

Q: Can I redeem a token without registering the IP Office system in the Global Registration Tool?

A: No, There must be an IP Office with the latest software version on record in the Global Registration Tool before you can redeem a token.

Q: Can I use a token if my IP Office is not on the current software versions of IP Office?

A: No, the policy is that new IP Office Support Services contracts must be associated with the latest version of IP Office software (e.g. IP Office 9.0 and later).

Q: When should a technician create a new account number instead of using an existing one?

A: In general, there is only one reason to do this and this is if the existing or the new system is a lab / test system and has a different level of coverage.

Q: Can multiple Business Partners be associated via LinkID to an end customer with the Account Create?

A: Only a single Business Partner can be associated with the initial Account Create process (or by selecting an existing Customer account). However, the CAT Tool can be used to associate the additional business partners to the Account.

Q: Is there a medal status check during Redemption?

A: Yes, the medal status of the redeeming partner is checked during the redemption process. The partner must have an equal or higher medal status than the token has been configured for.

Q: When will a Redeemed token initiated maintenance contract start?

A: For the IPOSS offer, it is AVAYA policy that contracts start the first day of the following month e.g. Token redeemed on Sept 21st, the contract will start Oct. 1st.

Q: If the BP creates an account, how long does the partner have access to the account/ship to/sold to?

A: If the partner created the account, they are given access to the sold to/ship to/ account for the duration of the service term mentioned on the token.

Q: Who gets notified when the token gets redeemed and the contract created?

A: The BP who redeemed the token, the distributor and if it is a whole sale contract then the end customer also receives the token redemption/contract creation confirmation emails.