

Atlanta BPSO.....supporting our partners.....



....from morning 'til night!

BUSINESS PARTNER SUPPORT OPERATIONS

THE "BPSO" UPDATE



THE B.P.S.O. UPDATE

- INTRODUCTION of IBM/Lotus Sales Assistance (ILSAP) Team
- CHANGES at the BPSO from 1998 to 1999
- PROCESS OVERVIEW
 - ▶ Project Form
 - ▶ Payment Form
- PAYMENT
- VISITORS' GUIDE
- QUESTIONS

ILSAP Atlanta Processing Team

1-800-624-6875

CSR	Phone Number
Sarah Byrd	Ext. 2892
Ted Gentry	Ext. 1394
Julia Johnson	Ext. 5738
Matthew Kling	Ext. 2983
Jane Stanton	Ext. 3655
Neva Williams	Ext. 1419
Phil McGonegal	Ext. 3518
<i>Customer Operations Manager</i>	

CHANGES AT THE BPSO (1998 - 1999)

- **Number of CSRs processing ILSAP payments**
- **Additional processing of Lotus Partners' applications and forms**
- **All forms and extensions routed through the BPSO**

PROJECT FORM PROCESS

- **Project Form electronically received by BPSO**
- **Small/Medium Business (SMB) status determined for WS software opportunities**
- **Project form forwarded to Harte Hanks (HH) and designated CSR**
- **Pend for submission of Payform**

PAYMENT FORM PROCESS

- Payform submitted via fax to (404) 238-6431
- Payform distributed to CSR
- Payform verified for required information
- Payform compared to Project Form - determines eligibility and *Multiple Partner Influence*
- Payment is processed and transmitted

HELPFUL HINTS

- **For Workstation/Lotus Software, provide proof of purchase documentation and IBM or Lotus part numbers**
- **For Passport Advantage Contracts, provide contract numbers and part numbers**
- **For PSLC pricing, provide feature codes, serial numbers and/or PO numbers**
- **Ensure Forms are complete for timely and accurate payments**

ACCESSING *YOUR* PAYMENT INFORMATION

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- URL: <http://partners.boulder.ibm.com>

 - Enter your userid and password
 - Select *Partnership Programs*
 - Select *Programs BPs Can Use*
 - Select *Business Partner Support Organization*
 - Select *BPSO - North America*

If you have not received information about your Global Partner ID, please call 1-800-426-9990

