

Understanding the Importance of Passport Advantage Contact Information



Passport Advantage (PA) and Passport Advantage Express (PA Express) are IBM's license acquisition (how you buy) and Software Maintenance (Technical Support and Product Upgrades) offerings for distributed software.

IBM software customers who participate in PA or PA Express can use Passport Advantage Online (PA Online) to easily manage their account. PA Online provides a broad range of benefits by giving customers access to their own secure, password-protected web application. They have on demand access to tools, information, and products whenever they need it, all in one location.

This document is to help customers gain a better understanding of how to manage their Site's contacts in PA Online.

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Passport Advantage and Passport Advantage Express Contacts

When enrolling in Passport Advantage we ask the customer to provide **three** contact names for specific business areas and responsibilities - the Primary Contact, the Administration Contact, and the Site Technical Contact. These three people control all aspects of their Site's PA relationship, primarily through Passport Advantage Online.



Please note that for PA, the enrollment must be completed by the customer (the Primary Contact or another customer representative who is authorized to legally bind the customer to the contractual terms); it must not be completed by a business partner or IBM

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employee, although either may, of course, guide the customer in the completion of the enrollment.

For Passport Advantage Express we only ask the customer to provide **one** name.

If the Primary Contact is the only contact provided, IBM will consider the Primary Contact to be the sole contact for all purposes. This will always be the case for PA Express.

Primary Contact



From the Passport Advantage Enrollment Form:

"Primary Contact (required): The Primary Contact is to complete this form. IBM will communicate with you, the Primary Contact, regarding changes to the Agreement or other contractual issues. If the Primary Contact is the only contact specified, IBM may consider the Primary Contact to be the sole contact for all purposes."

The Primary Contact is the person who is entering into the PA or PA Express contractual relationship with IBM on behalf of their company. It is this person that IBM will communicate directly with on such matters as Agreement modification, etc. This person may be a procurement or purchasing professional, and have no further role in the deployment of licenses acquired or in contacting technical support for problem resolution, etc. In such cases, the Primary Contact should ensure that the appropriate people are designated as the Administration Contact and Site Technical Contact. This will give them the capability to take on the roles and responsibilities of those positions in giving appropriate access to PA Online and/or the Electronic Support Request (ESR) tool for online technical support.

Administration Contact



From the Passport Advantage Enrollment Form:

"Administration Contact (if different from the Primary Contact above): The person you designate in this information box is responsible for requesting and authorizing account information changes, Web and tool access, etc. In addition, IBM will send the Administration Contact documents including Software Maintenance Renewal notices, software upgrade availability notifications, Proofs of Entitlement, etc. You will have access to your Proofs of Entitlement online via Passport Advantage Online to confirm your authorized use of IBM software. Electronic Proofs of Entitlement will also be sent via e-mail to your Administration Contact and/or to your Business Partner

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when you obtain new licenses or renew Software Maintenance.”

The Administration Contact is the person who will be responsible for the day-to-day management of your PA or PA Express Site's relationship with IBM. IBM will use the Administration Contact as the primary recipient of various communications, including Software Maintenance renewal notices, software upgrade availability notices, Proofs of Entitlement, etc.

Site Technical Contact



From the Passport Advantage Enrollment Form:

“Site Technical Contact: The Site Technical Contact specified below is responsible for overall support compliance for this Passport Advantage site and maintaining authorizations for support-related Web and tool access. This contact will also receive a letter with important Technical Support Information concerning access to IBM Software Support.”

The Site Technical Contact will be the focal point for all support-related matters for the PA or PA Express Site and will manage access for individuals to the Electronic Service Request (ESR) tool.

Historical contacts

At the time of PA enrollment, IBM has historically asked the customer to nominate **six separate contacts**: Primary [business] Contact, Administration/Proof of Entitlement Contact, Site Technical Contact, Software Maintenance Media Shipping Contact, Software Maintenance Renewal Contact, and Billing Contact. While we no longer request all six contacts during enrollment, using PA Online the customer still have the possibility to nominate specific contacts for each of these specific business areas and responsibilities. Where a specific contact is nominated IBM will direct communication related to that specific business area to that contact.

For each of the three additional contact types, the applicable business areas and responsibilities are explained below.

Updating Contacts via Passport Advantage Online

From within Passport Advantage Online, on the left navigation menu under ‘Account management’, choose ‘Contact update’. This is where the Primary Contact (and any additional user having been set up with contact update access privileges) has the ability to nominate and update above mentioned six contacts for their organization

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All fields with a red asterisk are mandatory for completion; please see the screen shot below that shows the fields that need to be completed to add or update a contact. In addition to updating contact information, this section allows you to update the marketing preferences also shown below.

Contact information

The fields indicated with an asterisk (*) are required to complete this transaction; other fields are optional. If you do not want to provide us with the required information, please use the Back button on your browser, or close the window or browser session that is displaying this page, to return to the previous page.

Company name	Demo Site
Customer number	0007770242
First name*	<input type="text" value="Primary"/>
Last name*	<input type="text" value="Contact"/>
Address line 1*	<input type="text" value="IBM Technology Campus"/>
Address line 2	<input type="text" value="Building 6, Damastown Ind Est"/>
City*	<input type="text" value="Mulhuddart"/>
State/Province	<input type="text" value="Dublin"/>
Zip code/Postal code*	<input type="text" value="15"/>
Country	Ireland
Telephone/Ext*	<input type="text" value="018152566"/>
Fax	<input type="text" value="018153537"/>
Vat registration number	<input type="text"/>
Email address*	<input type="text" value="PAOPrimaryContact@uk.ibm.com"/>

This data may be used by IBM or selected organizations such as Lenovo to provide you with information about other offerings. To receive this via e-mail, check the first box below. Alternatively, if you would prefer not to receive such information by any means, check the second box.

Please use e-mail to send me information about other offerings.

Please do not use this data to send me information about other offerings.

By clicking "continue" you agree that IBM may process your data in the manner indicated above and as described in Privacy.

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Primary Contact



As mentioned previously, IBM will communicate changes to the Agreement or other contractual issues to the Primary Contact. If the Primary Contact is the only contact specified, IBM will have considered the Primary Contact to be the sole contact for all purposes.

It is required that the person named as the Primary Contact always be somebody who is able to enter into legally-binding contractual agreements with IBM on behalf of their company.

Additional Contacts

The additional contacts that can be added and updated are listed below:

Site Technical Contact

Described above.

Administration/Proof of Entitlement Contact

Described above.

Software Maintenance Media Shipping Contact

Availability of product upgrades is primarily through the use of the download capability; however, each PA Site with active Software Maintenance may request and receive one set of media when product upgrades become commercially available. Product upgrade media will be shipped to this contact unless otherwise specified in the request for media shipment. Please note: This process is more time-consuming than the download capability from this site.

Software Maintenance Renewal Contact

This contact is responsible for assisting with Software Maintenance Renewals.

Billing Contact

This contact is the person you want to receive, where applicable, billing communications.

Having updated your contacts for the various contact types in order to submit - remember to press the 'Continue' at bottom of the Contact update page. You will be asked to identify yourself before submitting.

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Note

Please note that making a change to the e-mail address for any of the contacts does not change the e-mail address for product upgrade eNotifications. If a contact need to change the eNotification e-mail address, please visit the eNotification Preferences screen by choosing 'Account management' and 'eNotifications' from the left navigation menu; then select the 'Subscribe/update' radio button.

Making sure your Contacts can access Passport Advantage Online



Note



Primary Contact

Please note that the Primary Contact is the only contact who will have automatic access to Passport Advantage Online immediately after enrollment.

If other contacts need access to PA Online the Primary Contact will have to grant access to them. The Primary Contact can grant access by using the Manage access feature allowing the Primary Contact to either add the contact's IBM ID and e-mail or to approve any self-nomination request which they have submitted. (See *Quick Guide Managed Access*)

In addition to above named contacts, the customer may allow any number of additional members of their staff, or even their consultants or business partners, to have access to PA Online for specific purposes, as defined by the customer.



Secondary Contact

The Primary Contact can designate up to 4 Secondary Contacts to assist with granting users access to PA Online and determining their access privileges.



Online Support

If you have questions concerning updating your Site's contacts and ensuring they can access PA Online, please contact [eCustomer Care](#).

URL for eCustomer Care:

http://www.ibm.com/software/passportadvantage/paocustomer/docs/en_US/ecare.html



Information

For more information on the Passport Advantage program and its tools, please visit www.ibm.com/software/passportadvantage