How to manage opportunities in My Sales Activities

for

Channel Value Rewards- Software Sales and Software Sales Assist (CVR-S/SA)

Topics in this document:

1. How to set up your profile in MySA
2. How to accept an opportunity from IBM in MySA
3. Create and submit an opportunity for CVR-Sales/Sales Assist eligibility
4. How to edit an opportunity
5. How to update the opportunity when it is submitted for CVR-S/SA
6. Preparing for Payment
7. How to pull a report from MySA
8. Where to look for more information
9. Changes to the previous version

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Maryska Marinus

Software Channel Sales Program Leader, Europe Middle East and Africa

1. HOW TO SET UP YOUR PROFILE IN MYSA

Your migration to MySA from GPP has been successful and you are ready experience the benefits of MySA.

Having issues logging in for the first time?

Please ensure that your Authorized Profile Administrator has granted you access to MySA/Sales Connect for BP in PPS.

User access to MySA is controlled by your Authorized Profile Administrator (APA) in PPS, which they sign onto via the IBM Partnerworld website here:

https://www-304.ibm.com/partnerworld/wps/servlet/mem/ContentHandler/partnerworld-member?lnk=fif

APA instructions for user access:

a) In the upper right hand corner, select Roles and then Administrators from the dropdown menu.
b) On the Administrator Resources page, scroll to the section called Manage Employee Profile, then select the Update registered employees, roles, and access link.
c) Click the Select hyperlink next to the user you wish to grant access to MySA, then scroll down to the Select Action dropdown box and choose Employee Roles.
d) Click the large arrow to the right of that box to edit the user's roles.
e) Scroll to the bottom of the next page and locate the Sales Connect Roles check boxes.
f) Please select only one position:

OM Focal: he can register a new opportunity, automatically added to all opportunities, either the opportunity is coming from IBM or registered by anybody else in her/his BP Company, accept or reject opportunities coming from IBM on behalf of her/his BP Company, edit all opportunities owned by her/his BP Company and, add any other OM User to opportunity Sales Team.

OM User: he can register a new opportunity, view all opportunities owned by her/his BP Company, edit opportunities when he is on the opportunity Sales Team and, add any other OM User to opportunity Sales Team.

g) Hit Submit after selecting the appropriate role for the user. Repeat for other MySA users at your firm.

NB: The update to our systems can take from three hours to overnight
Need help?

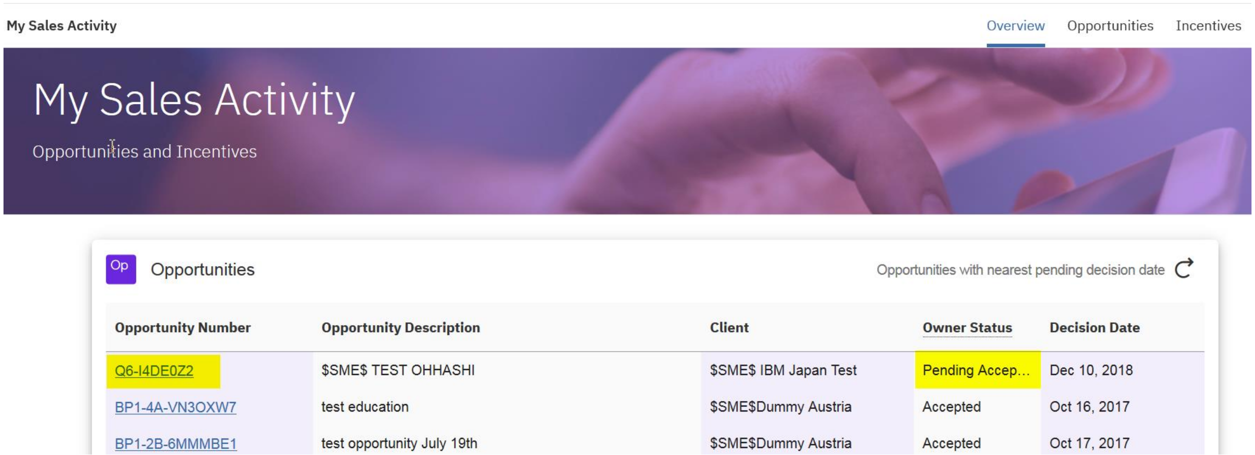
MySA Online Help: https://www-154.ibm.com/sales/salesconnect/olh/en_us/olh/prod/index.html

Contact PWCS for further assistance: https://www-356.ibm.com/partnerworld/wps/servlet/ContentHandler/contact-partnerworld

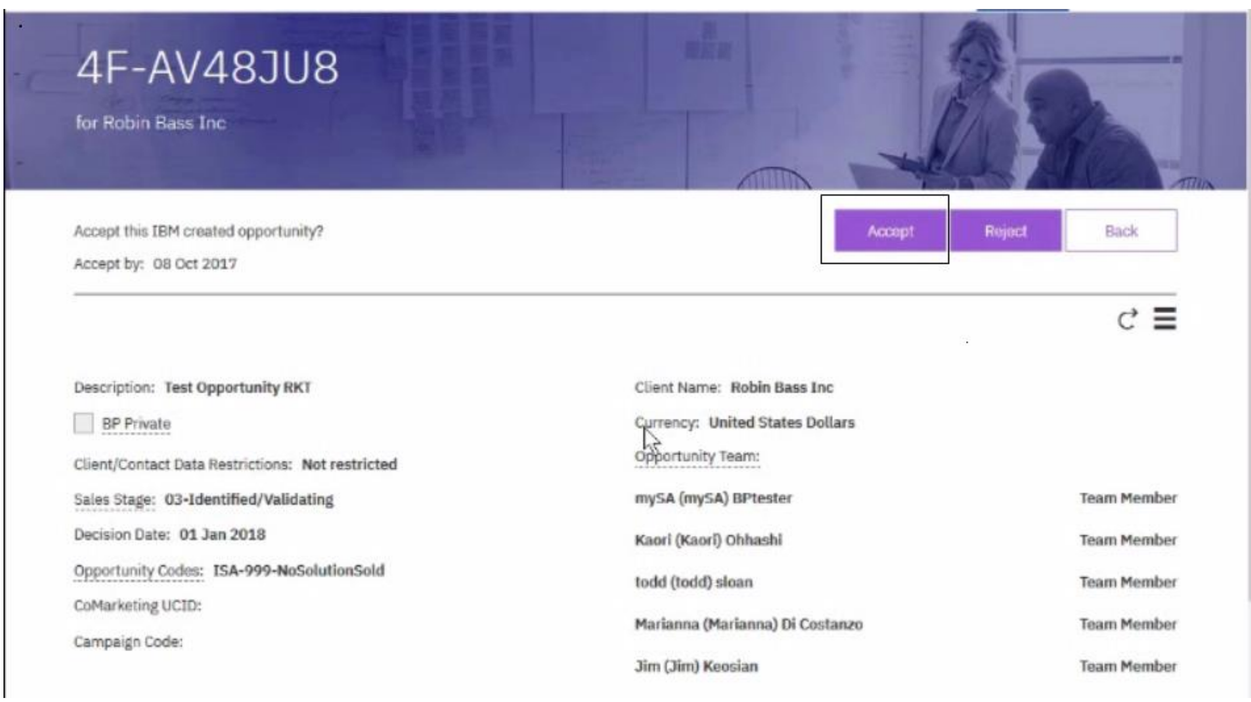
For instruction about how to get access see the video: Enablement of BP Employees for using MySA

2. HOW TO ACCEPT AN OPPORTUNITY FROM IBM IN MySA

When you receive one opportunity from IBM, you will see it in your MySA opportunities section. You can recognize it because it is not a BP1-XXXXXXXX opportunity number and you will have the Owner status as 'Pending Acceptance'. Please, click on the opportunity number to open the opportunity.



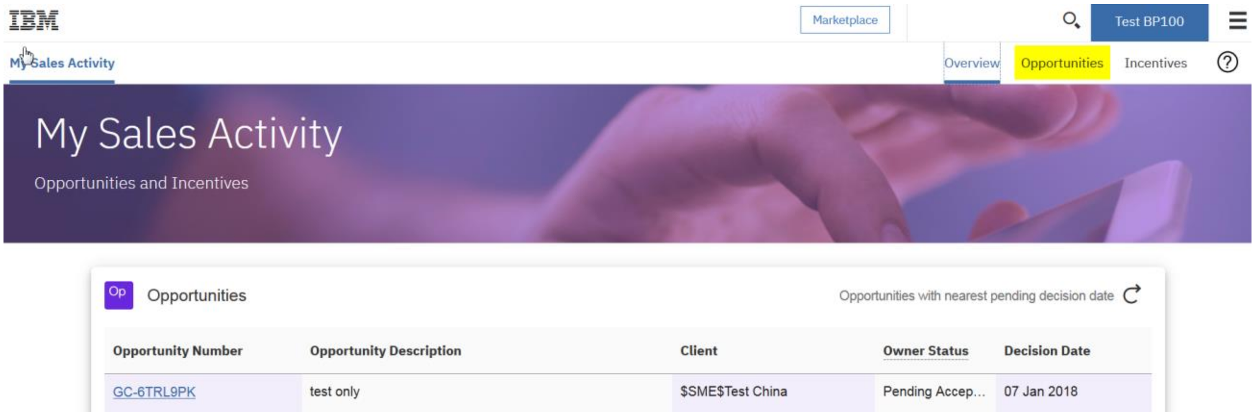
When you are in the opportunity, you can check all the information about it. On the top of the screen, you have two options 'Accept' or 'Reject'. Please, click on 'Accept' to make yourself the owner of the opportunity or click on 'Reject' to reject the opportunity from IBM.



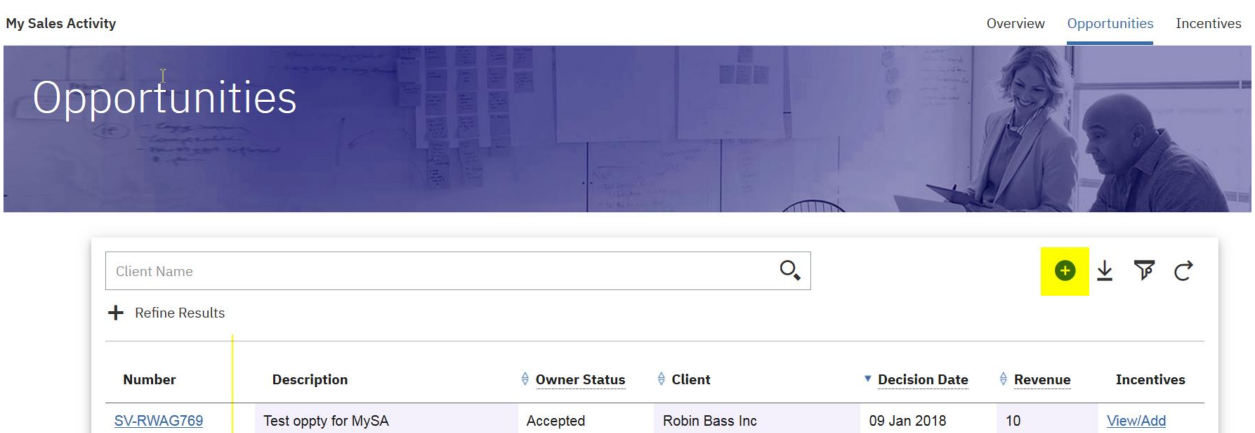
When you click on 'Accept', the opportunity will be assigned to you.

3. CREATE AND SUBMIT AN OPPORTUNITY FOR CVR-SALES/SALES ASSIST ELIGIBILITY

Open your MySA (https://mysa.mybluemix.net/salesactivities/#/) and you will be in the overview screen. Please, click on 'Opportunities' to go to the opportunity view.

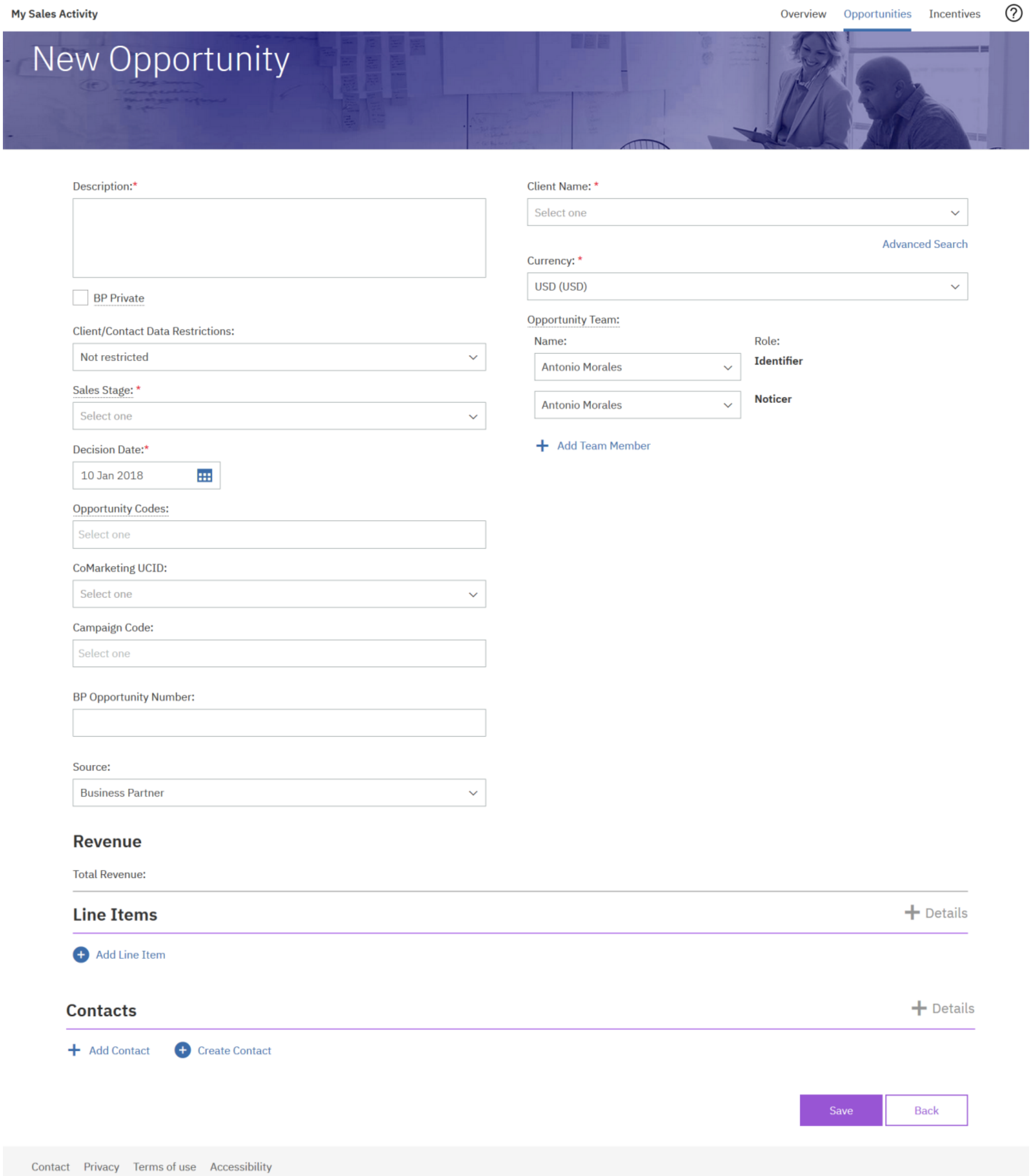


When you are in the opportunity view, please, click on the 'plus' (+) sign to start creating a new opportunity.

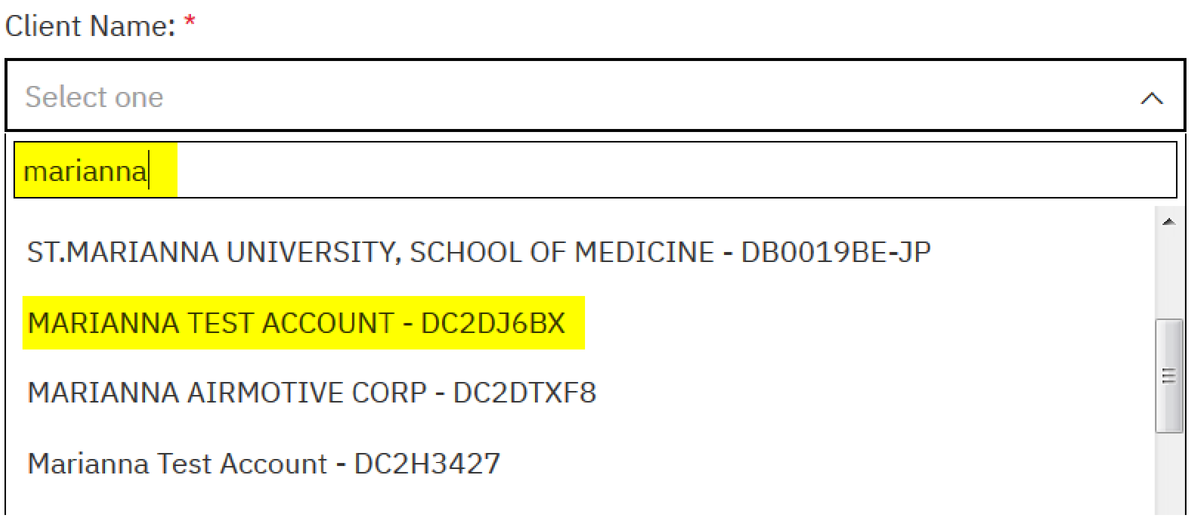


The below screen will appear and you must fill in the required fields for CVR-S/SA to create an opportunity (the red asterisk indicates that the field is mandatory to create the opportunity and you will not be able to save the opportunity unless you fill in all of them). You will have to fill in:

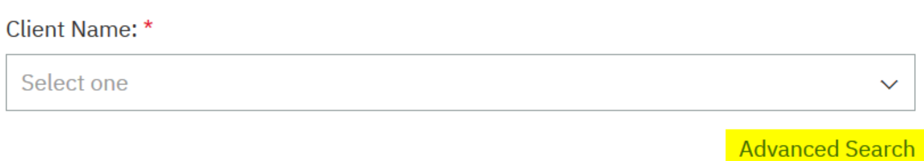
- Description
- Sales Stage
- Primary Contact
- Client name
- Currency
- Revenue Line Item
- Decision date


My Sales Activity
Overview
Opportunities
Incentives
New Opportunity
Description:*
BP Private
Client/Contact Data Restrictions:
Not restricted
Sales Stage: *
Select one
Decision Date:*
10 Jan 2018
Opportunity Codes:
Select one
CoMarketing UCID:
Select one
Campaign Code:
Select one
BP Opportunity Number:
Source:
Business Partner
Client Name: *
Select one
Advanced Search
Currency: *
USD (USD)
Opportunity Team:
Name:
Role:
Antonio Morales
Identifier
Antonio Morales
Noticer
Add Team Member
Revenue
Total Revenue:
Line Items
Details
Add Line Item
Contacts
Details
Add Contact
Create Contact
Save
Back
Contact
Privacy
Terms of use
Accessibility

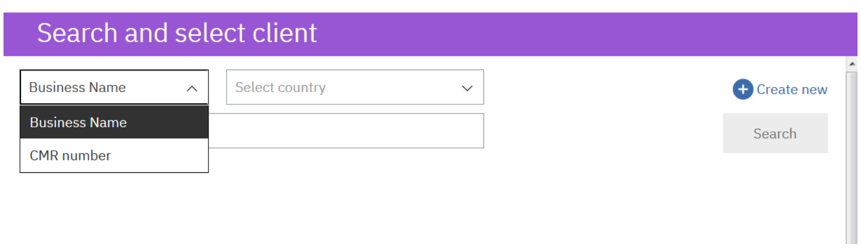
To choose the Client, you have two options. You can use the general search and type the name and choose the one that you want from the list that appears:

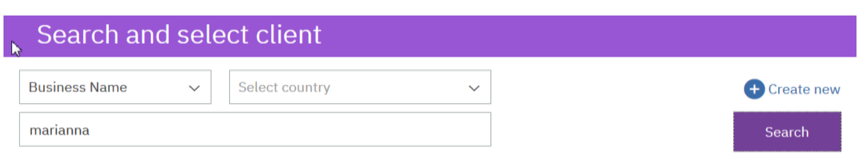


Or you can use the Advanced Search. Click on Advanced Search and a new window will pop up.



You will have two options for searching: Business Name and CRM number. Then you choose the country and type a part or the whole name of the client. A list will appear and you can choose the most suitable for your opportunity. You can create a new client as well by clicking on 'Create new'.

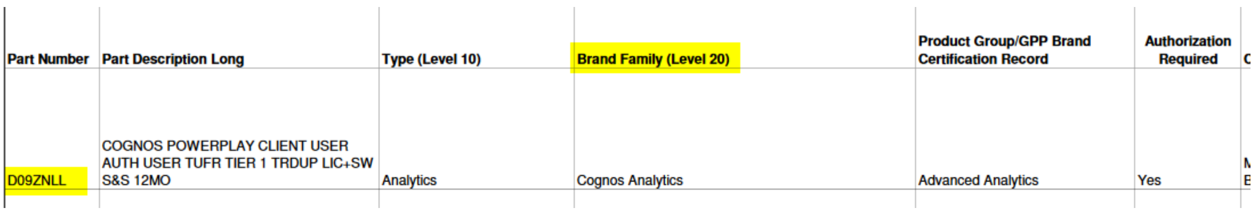




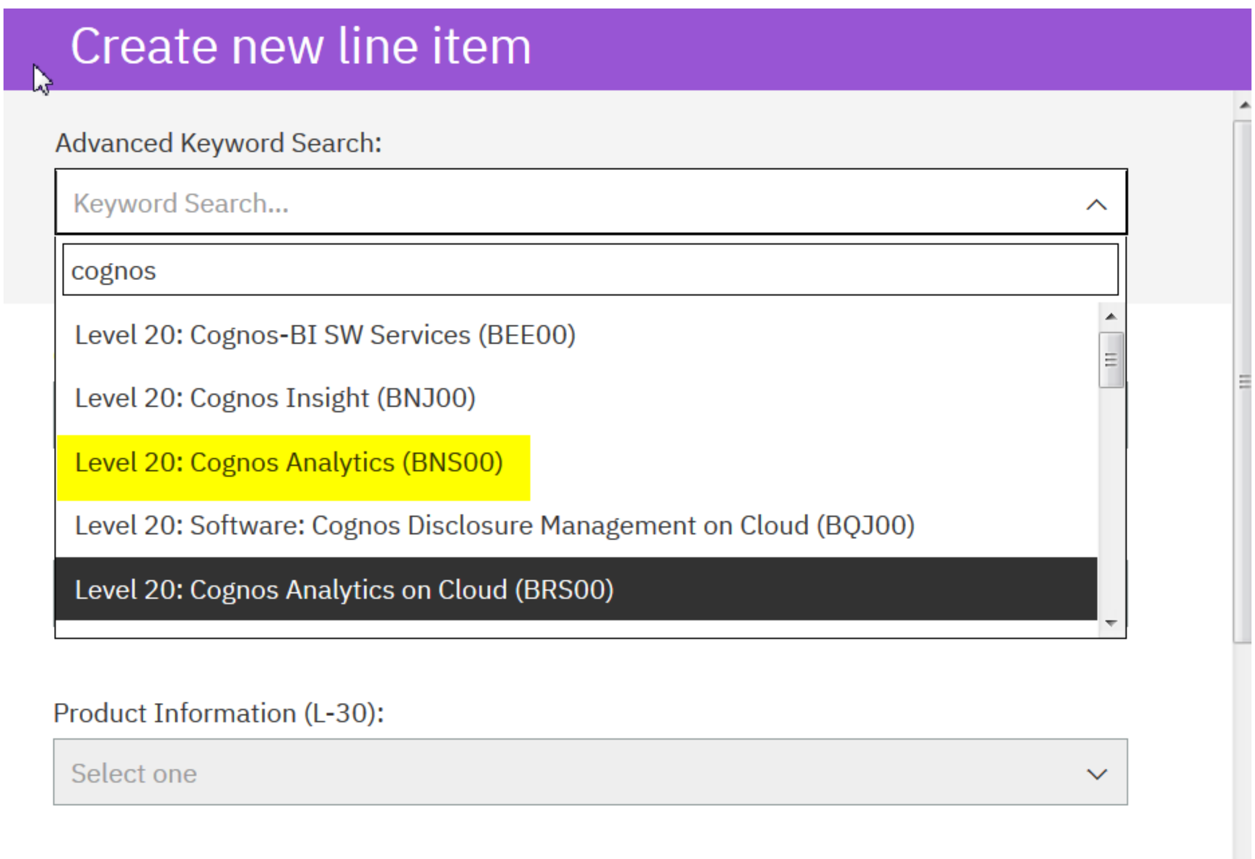
Business Name	Street address	City	State/Province	CMR number
MPAMPE MARIANNA	Ksenofanous 20	Ano Liosia		P00518
MARIANNA INDUSTRIES, INC.	11222 I St	Omaha	Nebraska	0731606
Marianna Airmotive Corporation	15 E Quintette Rd	Cantonment	Florida	P119144
Marianna Test Account	Via Roma, 1	Milano	Milano	P09989
CITY OF MARIANNA	2898 Green St	Marianna	Florida	5526915

Then, if you scroll down, you will have the part of the line item (revenue line of the opportunity). Here, it is important to choose the right Brand Family. Click on Add Line Item to start.

The CVR-S/SA Eligible Part number list (http://sc4.ihost.com/gpp/permanent/svi_eligible_part_numbers.pdf) will show you which Brand Family to choose according to the product that you want to sell. For example, if we want the Part number D09ZNLL, we can see that the Brand Family is Cognos Analytics. So, we start typing 'Cognos' in the Advanced Keyword section and it appears:

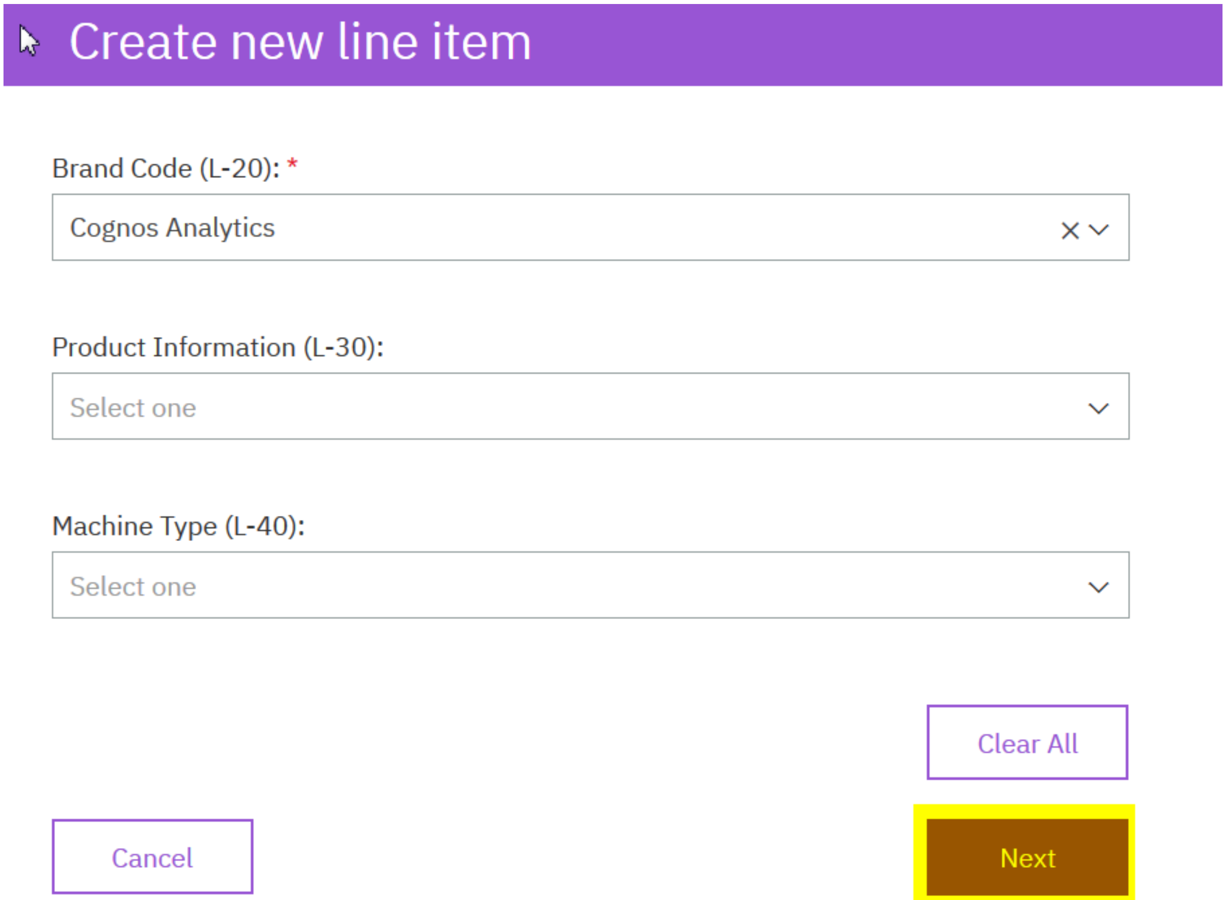


Part Number	Part Description Long	Type (Level 10)	Brand Family (Level 20)	Product Group/GPP Brand Certification Record	Authorization Required
D09ZNLL	COGNOS POWERPLAY CLIENT USER AUTH USER TUFR TIER 1 TRDUP LIC+SW S&S 12MO	Analytics	Cognos Analytics	Advanced Analytics	Yes

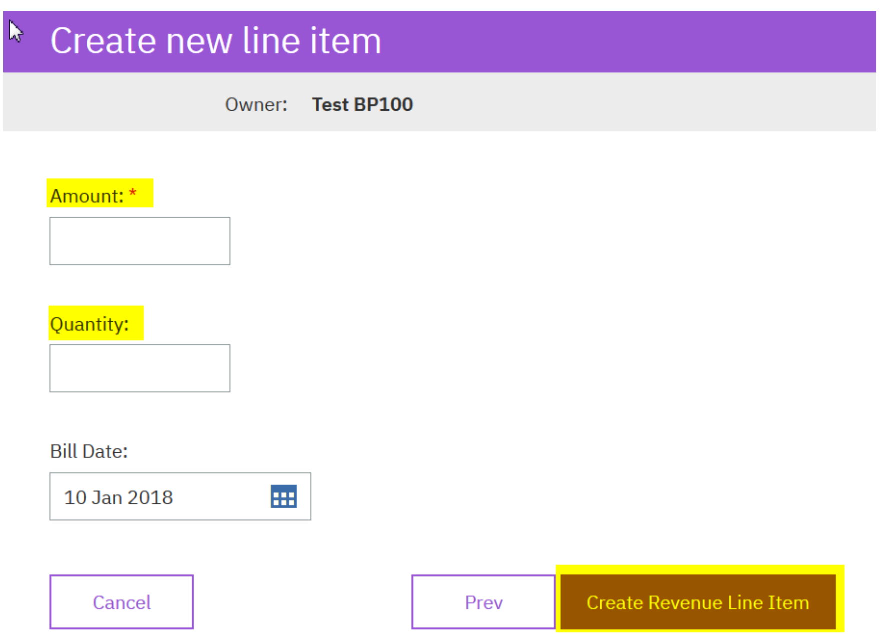


When you select the Brand Family, all the fields will be updated automatically. You can search as well using the Level 10 and Level 20 fields.

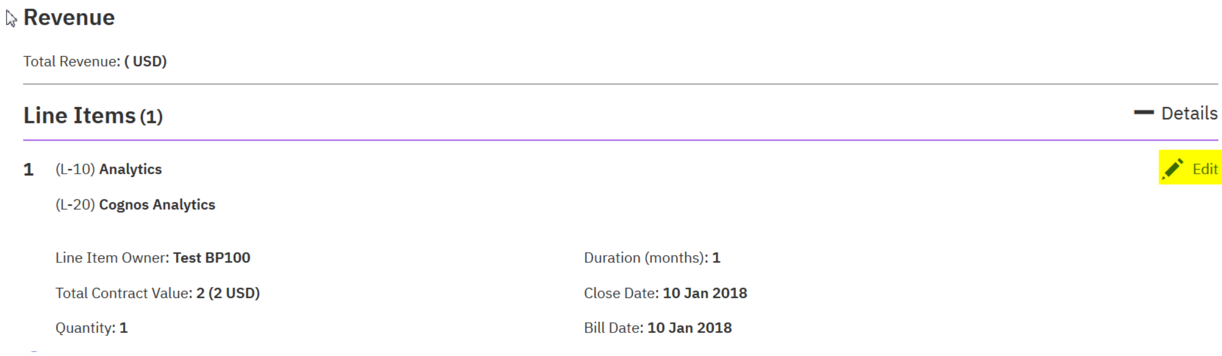
When you choose the correct brand family, just click on ‘Next’.



Then, you will have to fill in the Amount, quantity and bill date and click on ‘Create Revenue Line Item’ to finally create the revenue line.

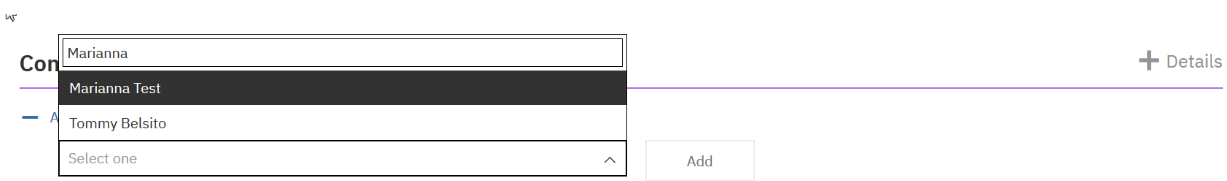


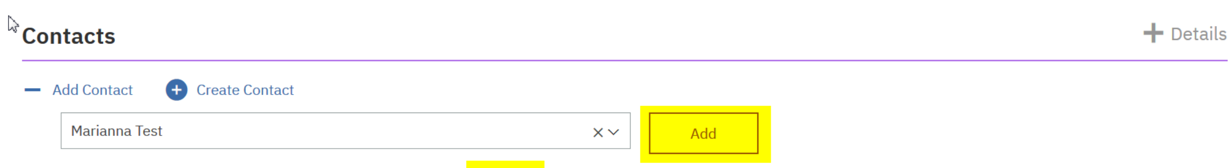
You can see that the Revenue line has been created. You can edit it by clicking on ‘Edit’ button.



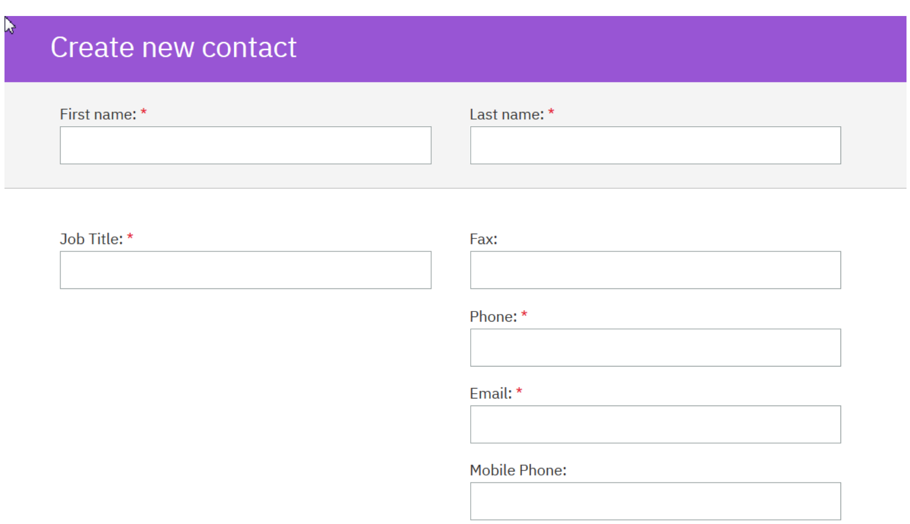
Then, we need to add the Contact. Scroll down and you will find the following section. You have two options: add contact or create contact.

If you click on ‘Add Contact’, a search field will appear and you have to type the name of the contact and a list will appear so you can choose the most suitable one. Choose it and click on ‘Add’.

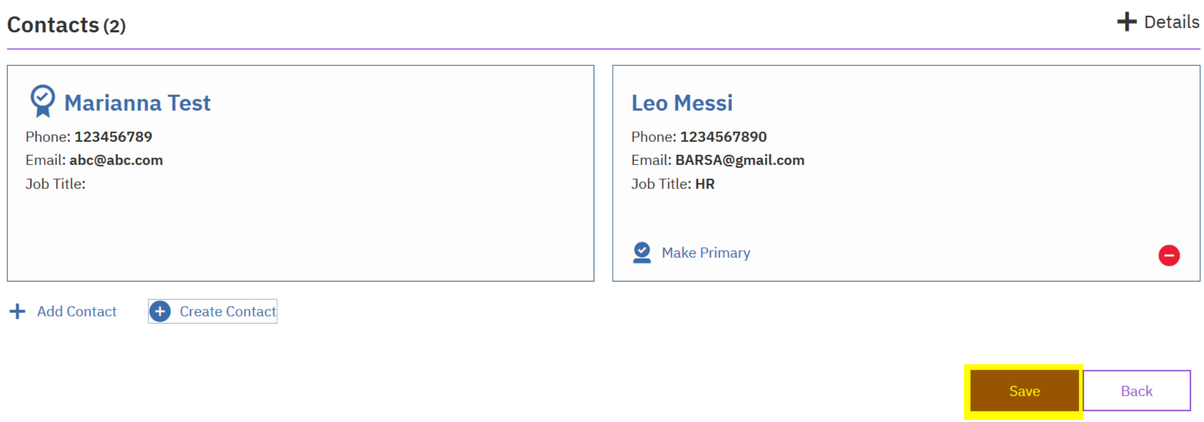




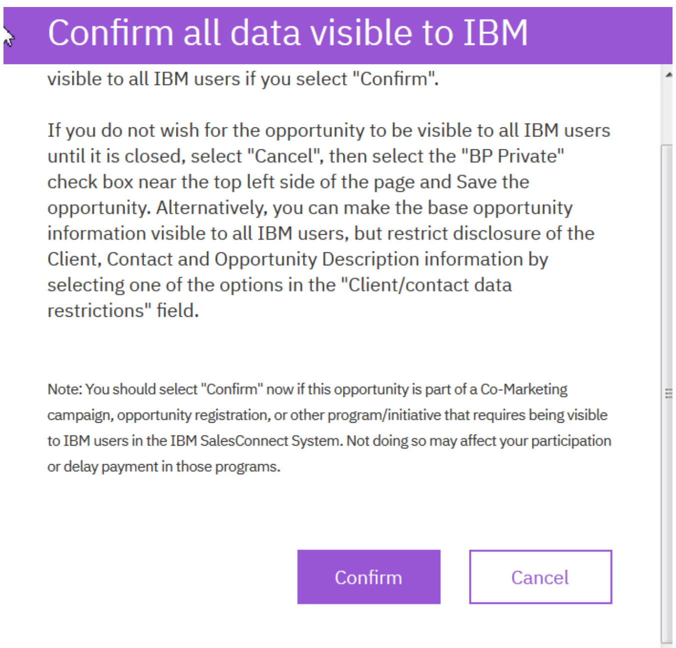
If you click on ‘Create Contact’, a new windown will appear and you have to fill all the mandatory fields (Name, Surname, Job Title, Phone number, email address and Country).



Once you have filled in everything, scroll down and click on 'Save'. Once you have done this, you will see the contacts that you have added and finally you will be able to create the opportunity by clicking on 'Save' in the bottom of the screen.



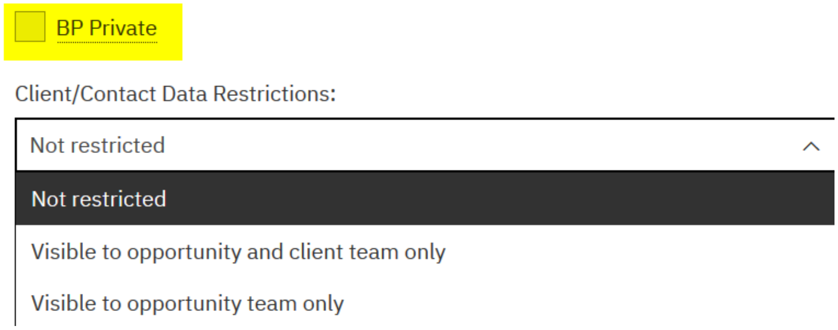
When you click on 'Save', a window will pop up asking for the privacy of the opportunity.



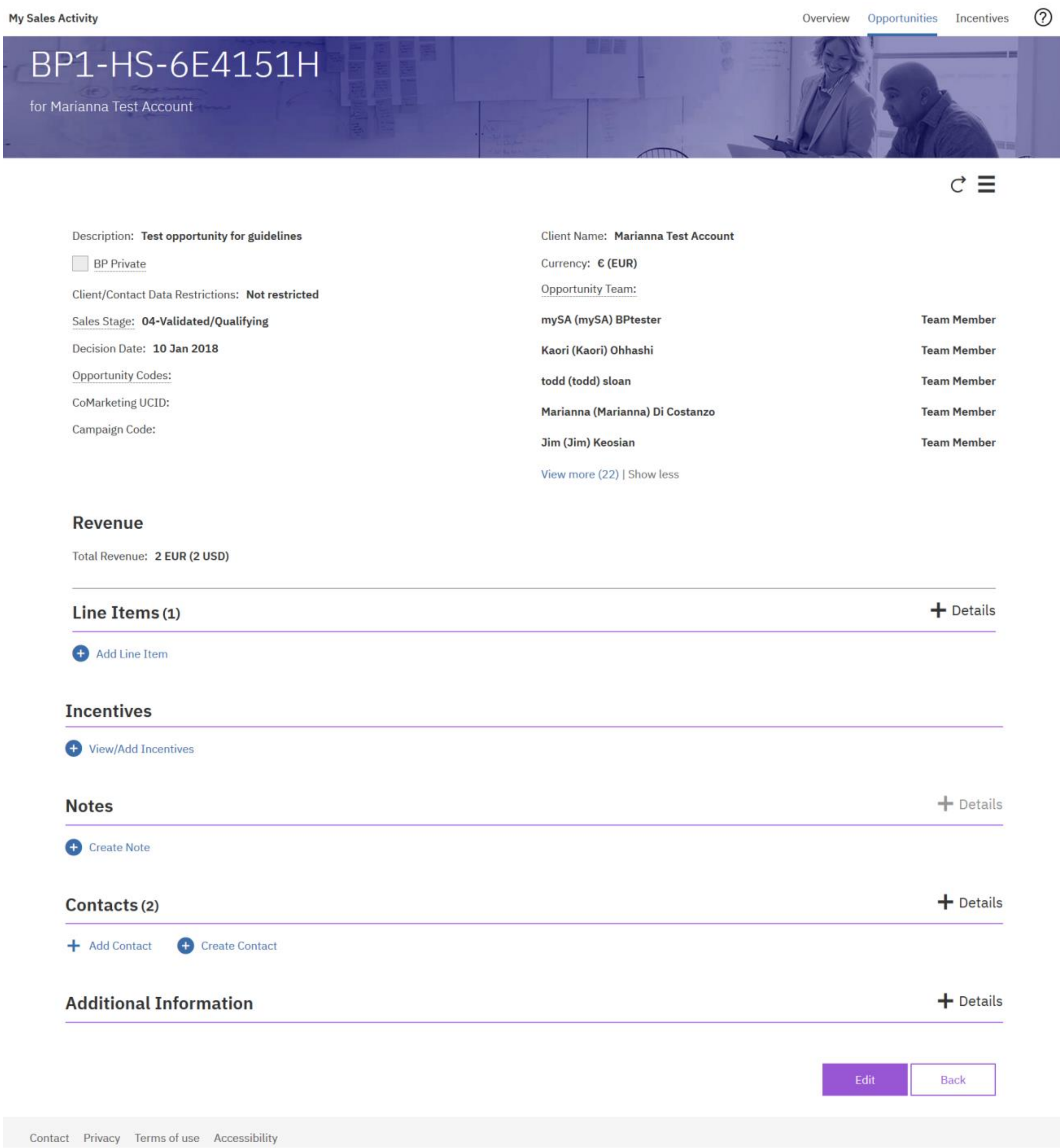
<u>Only at this point</u> you can go back and make the opportunity as BP private opportunity, If you confirm, the opportunity will be created and it will flow to Sales Connect, once the opportunity is saved as NOT Private is not possible to change idea.

To mark the opportunity as BP private, click on CANCEL, go to the main screen and click on the box BP Private.

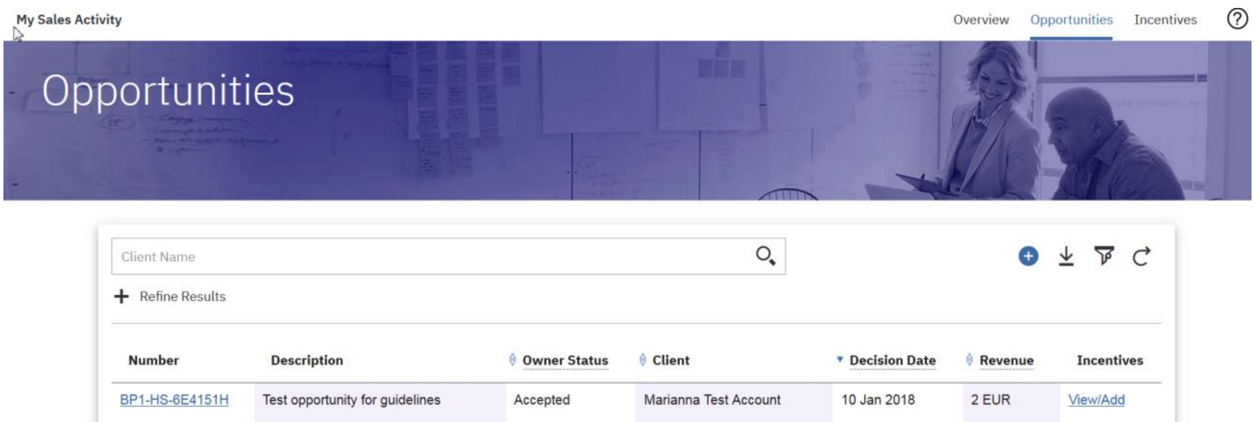
In alternative if you want just to restrict some information, you ca select the appropriate choice from the Client/Contact Data Restrictions field.



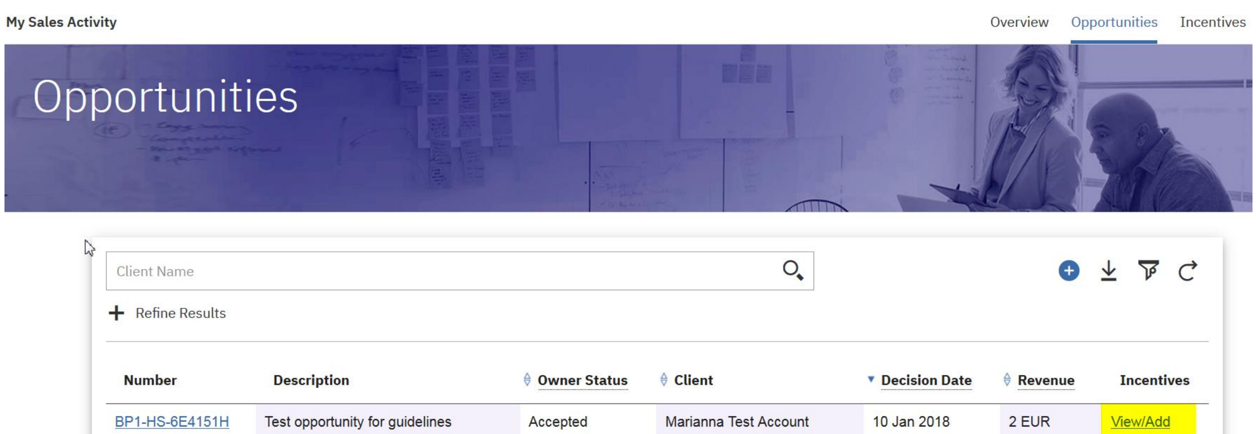
After choosing the most suitable option for you, you can 'Save' at the bottom of the site and 'Confirm' and the opportunity will be created.



You will see your new opportunity on the top of the list of your opportunities.

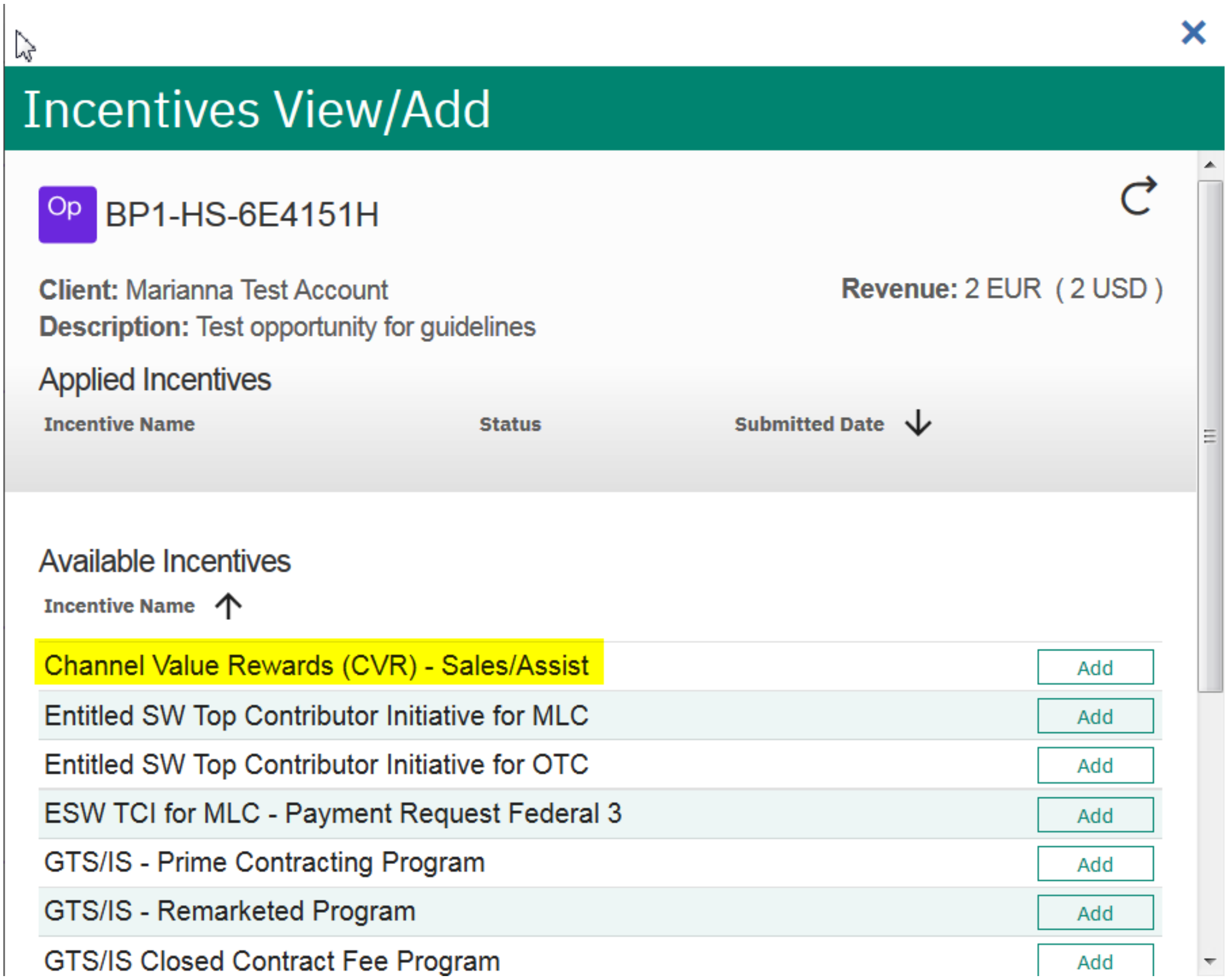


However, your opportunity is still not submitted for CVR-S/SA. We have just created the opportunity and now you can submit it for the incentive program. There are two ways to get to the window where you can submit your opportunity for the incentive programs. First, if you go to the Opportunities view in MySA, you will find your opportunity and you will see ‘View/Add’ in the same line:



The second option is to click on the opportunity number. Open the opportunity in MySA and scroll down until the Incentive section. There you will find as well ‘View/Add’:

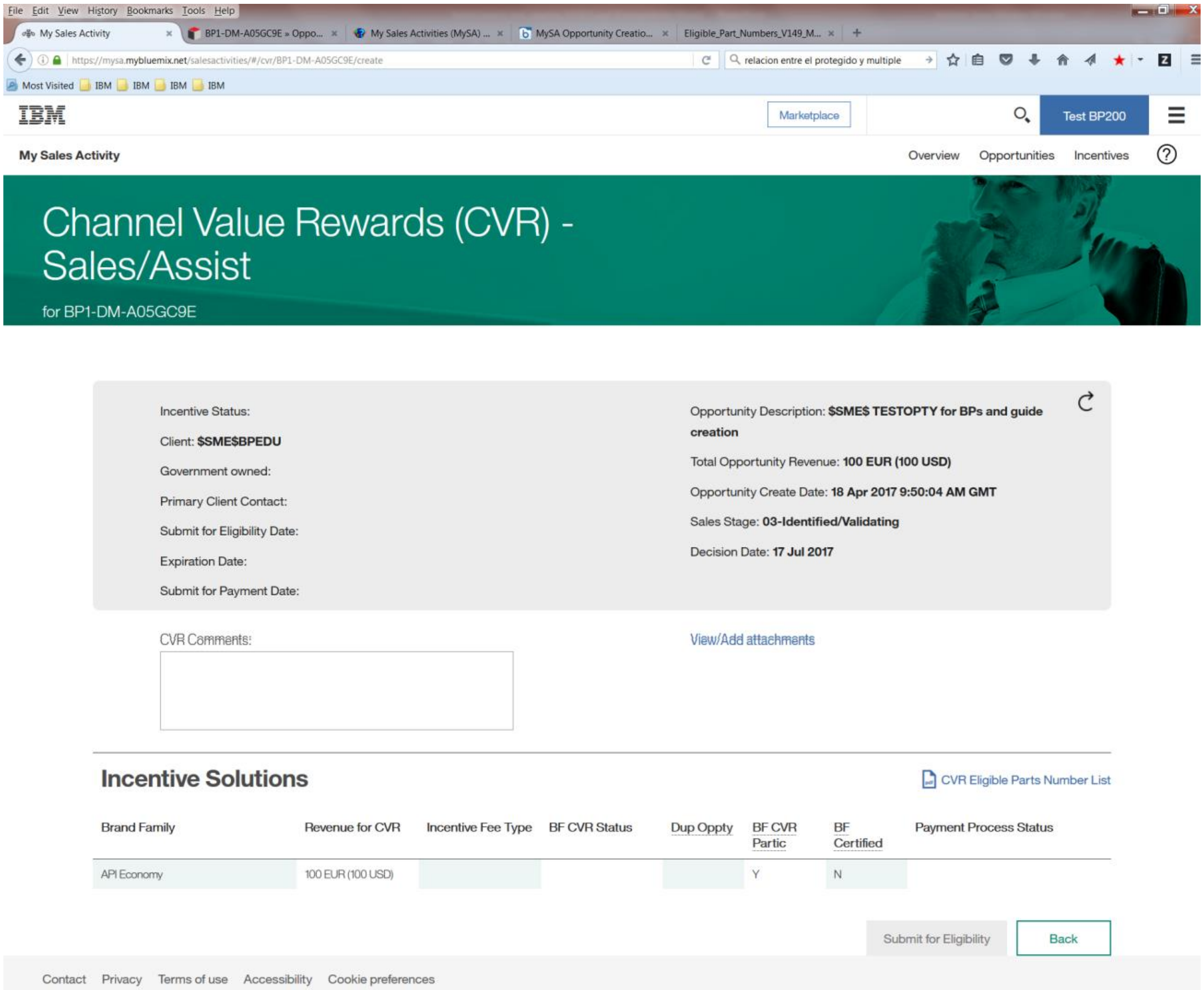
Either way, when you click on ‘View/Add’, it will take you to the following screen where you can choose Channel Value Rewards (CVR) – Sales/Assist



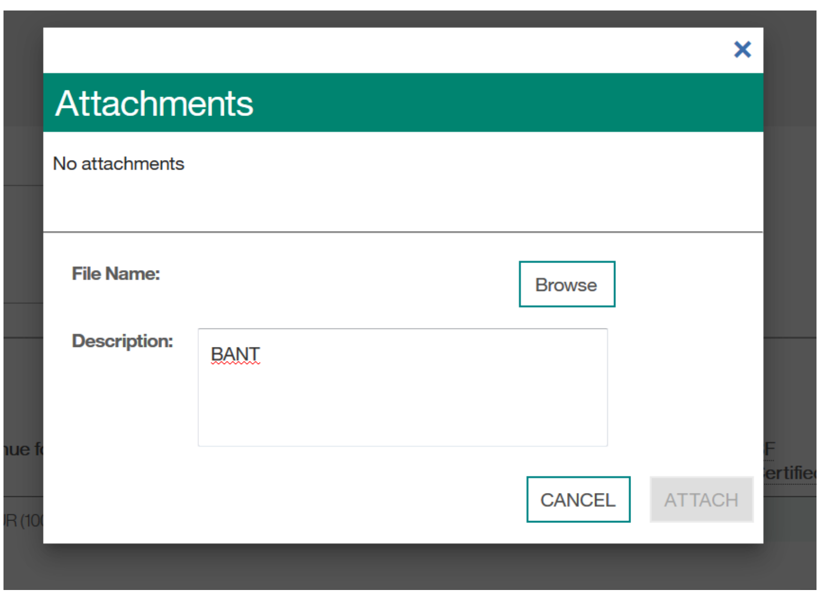
When you click on Add, you will see the data of your opportunity. You will not be able to submit the opportunity until all the data is filled in and correct. Checklist:

- Sales Stage: 04/Validated/Qualifying
- BF CVR-S/SA Participation and BF Certified: Y and Y
- BANT document fulfilled and attached
- Primary Client Contact (name, job title, address, email address, phone number)

Unless all the requirements are met, you will not be able to press the button Submit for Eligibility as shown below.

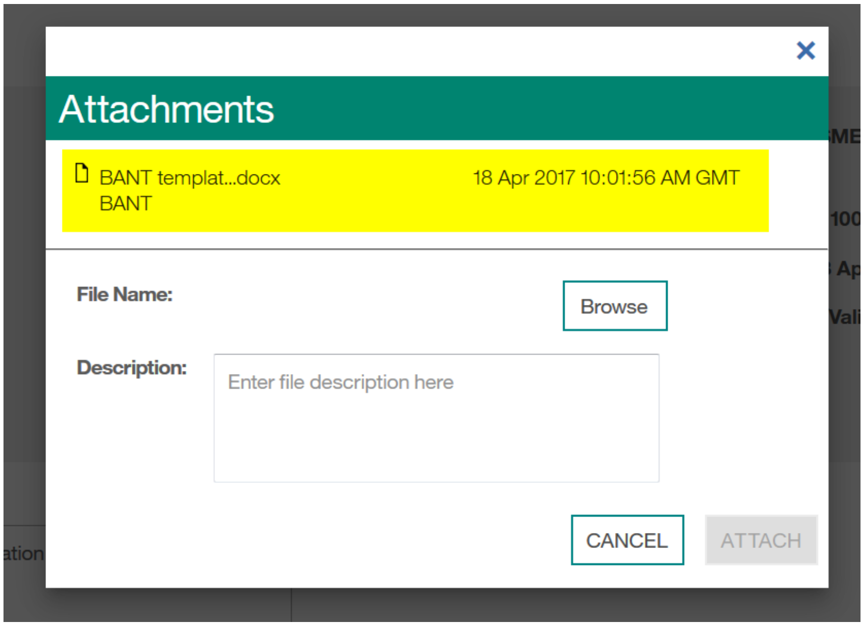


To attach the BANT document, click on View/Add attachments on the CVR- S/SA opportunity page and you will see the following screen:



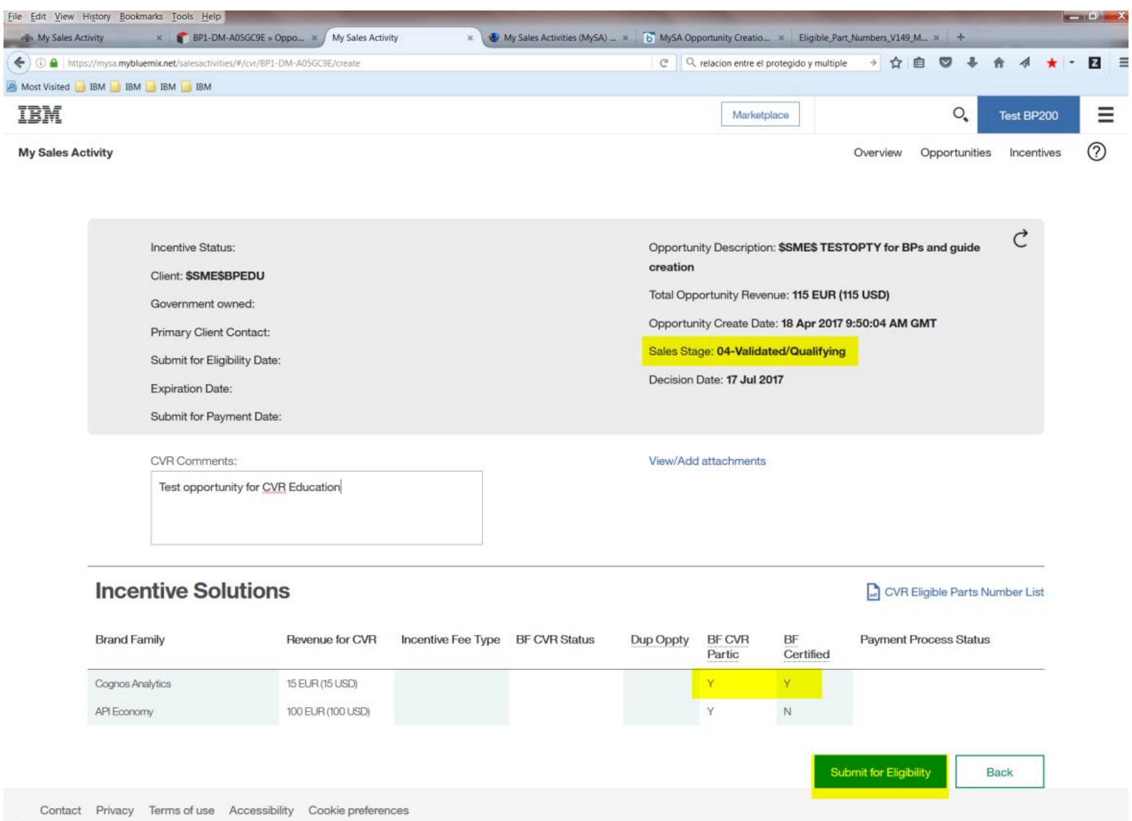
Browse and attach your document. You will see that it is attached when it appears in the upper part of the window

Click Cancel or X to exit from this screen.

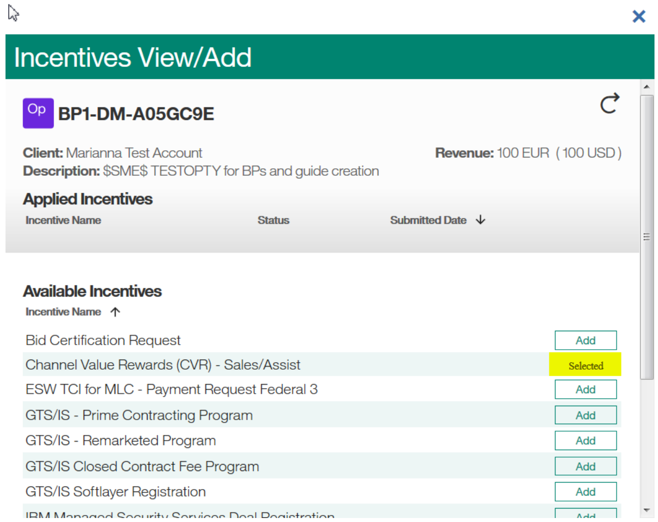


(Note: Ensure that you have the BANT form prepared and saved with the correct file name. When an attachment is uploaded, it cannot be viewed or edited through MySA. If you need to update it, you can do so on your local machine and then reattach it, but it must have a new, unique filename.)

As you can see, when the opportunity meets all the requirements, the button Submit for Eligibility becomes green and you can click on it to submit your opportunity for CVR-S/SA.

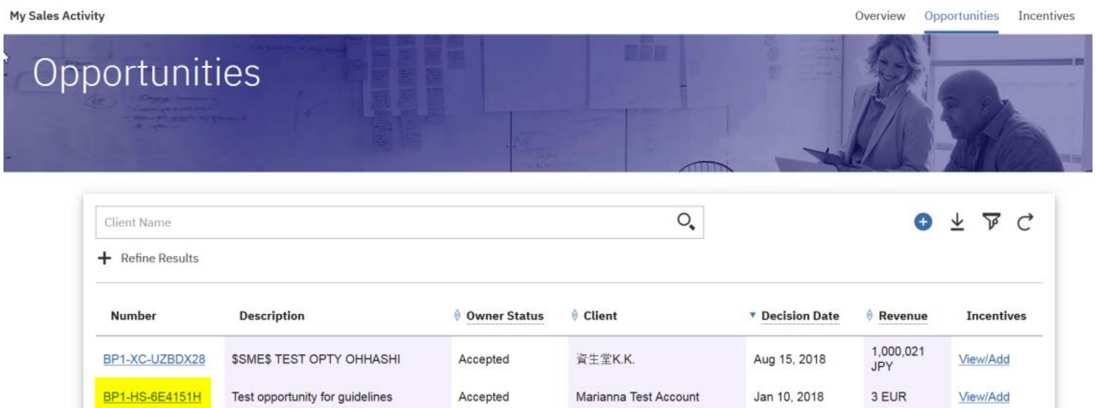


When the opportunity is submitted, you can see the 'Selected' word in place of Add:

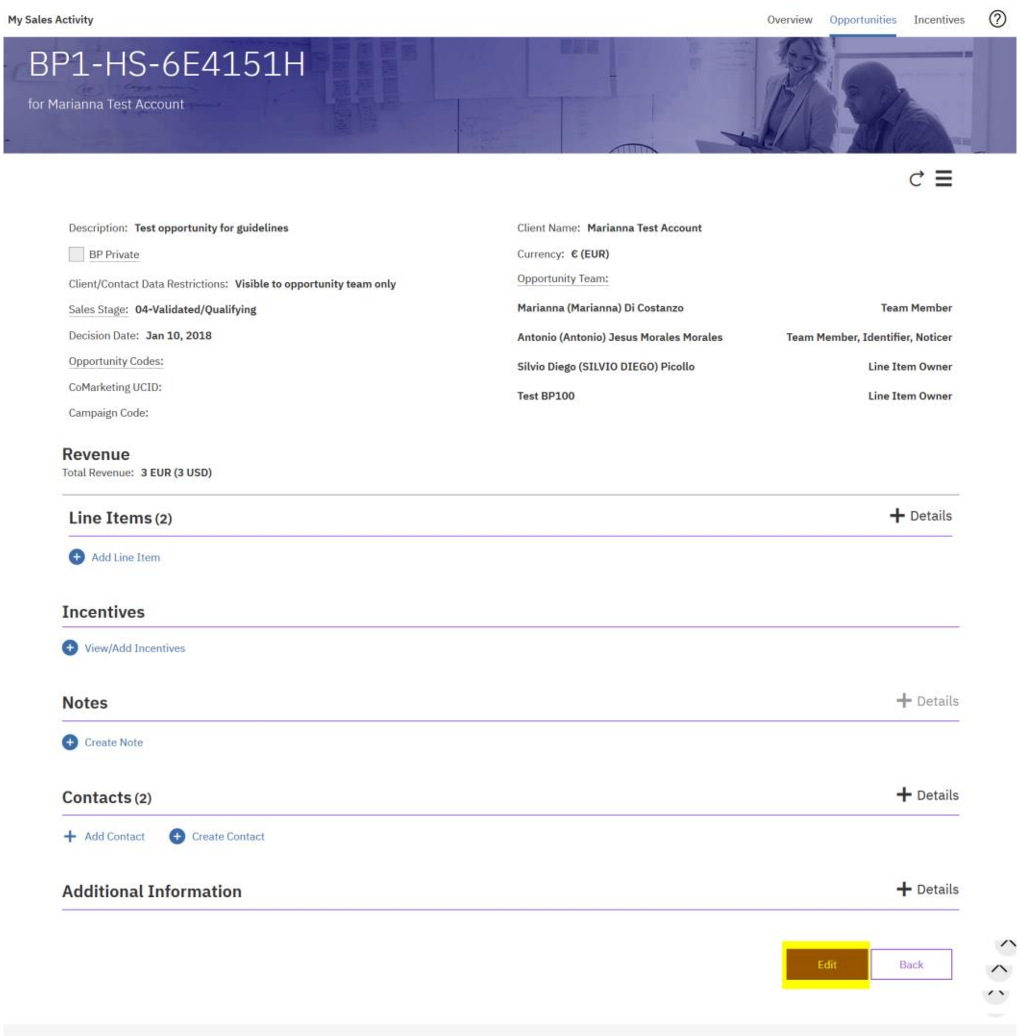


4. HOW TO EDIT AN OPPORTUNITY

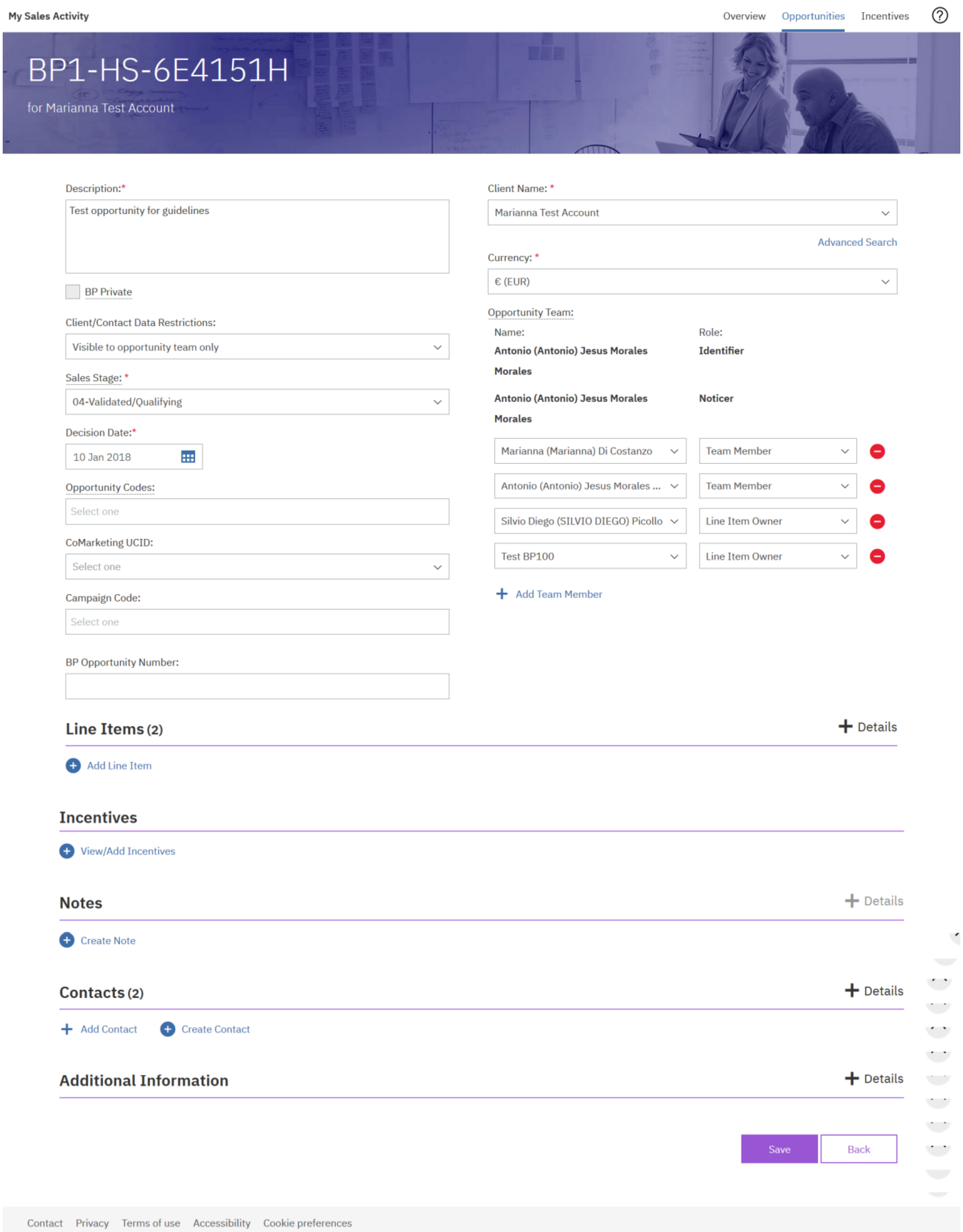
Open your MySA (https://mysa.mybluemix.net/salesactivities/#/opportunities) and click on the opportunity that you want to edit.



You can edit the Line Items, Notes and Contacts without clicking on the 'Edit' button. However, if you want to edit the header of the opportunity, please, click on the 'Edit' button on the bottom right corner.

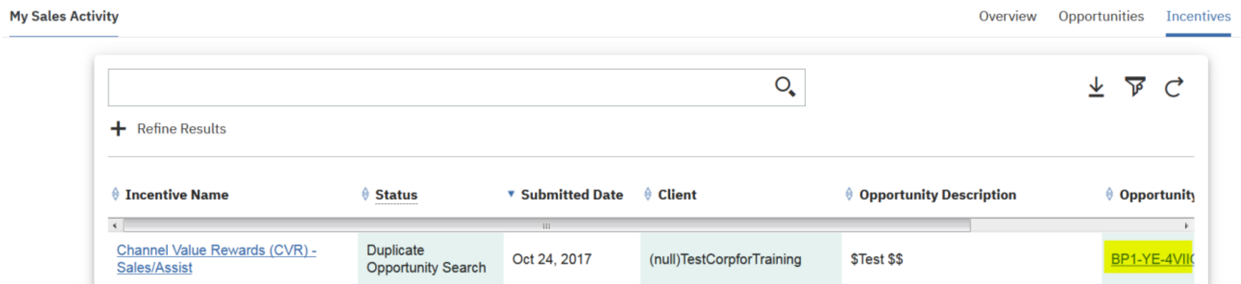


All the fields which may be updated will be unlocked and you will be able to change them. You can update everything except the ‘BP Private’ box. Please, to see how the changes are done, refer to the previous section. When you are done with the changes, please click on the ‘Save’ on the bottom right corner of the screen and the changes will be saved.

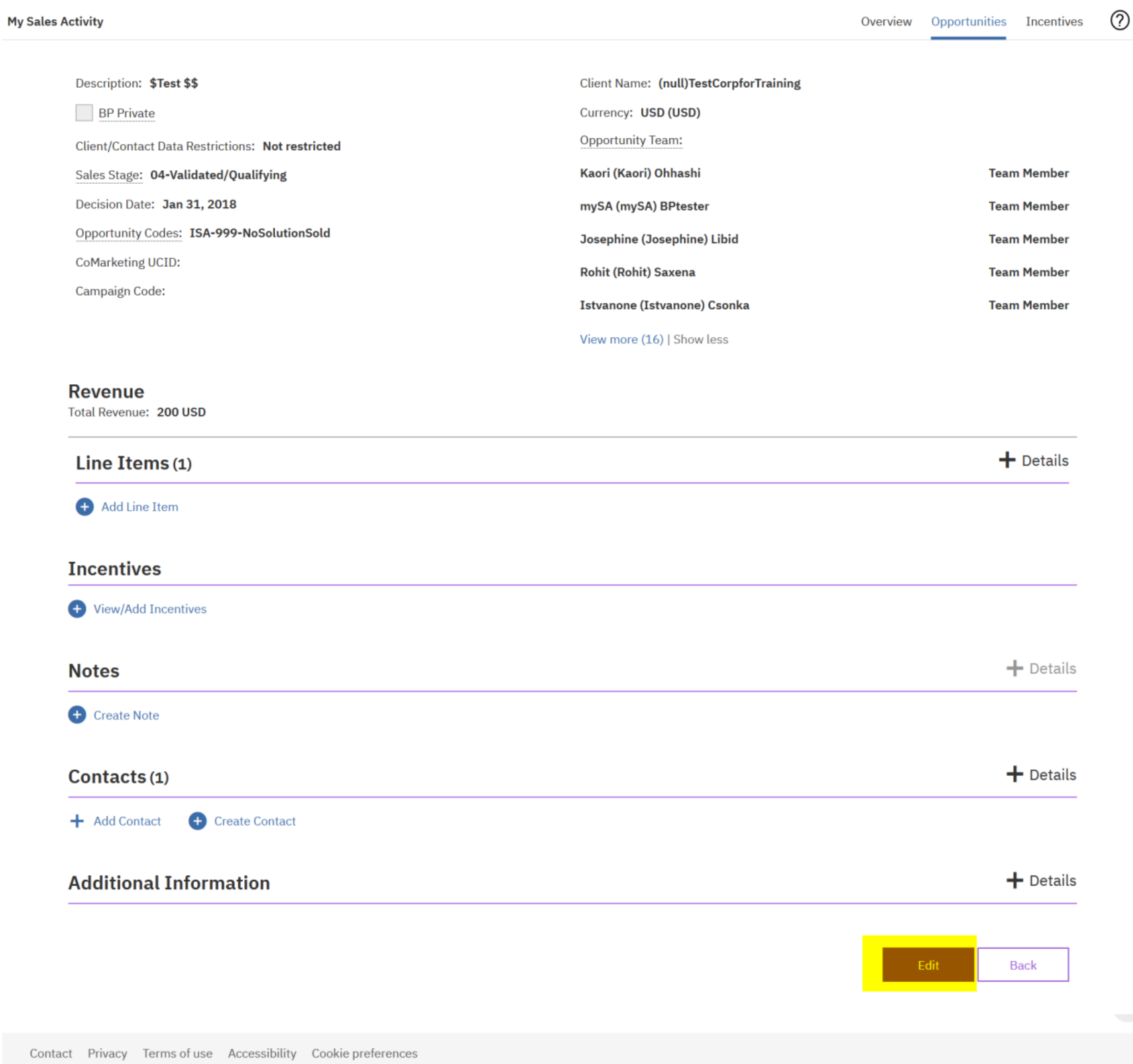


5. HOW TO UPDATE THE OPPORTUNITY WHEN IT IS SUBMITTED FOR CVR-S/SA

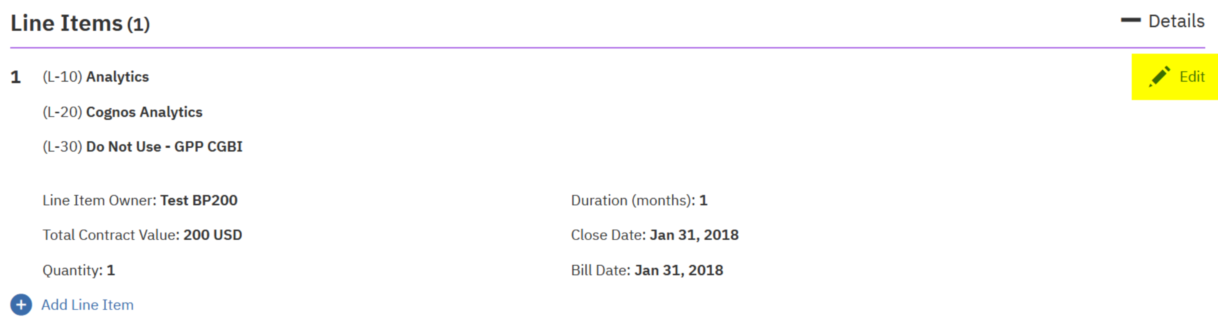
In order to update your opportunity once it is submitted for CVR-S/SA, you have to find your opportunity in MySA (either Opportunities or Incentives view) and click on the opportunity number.



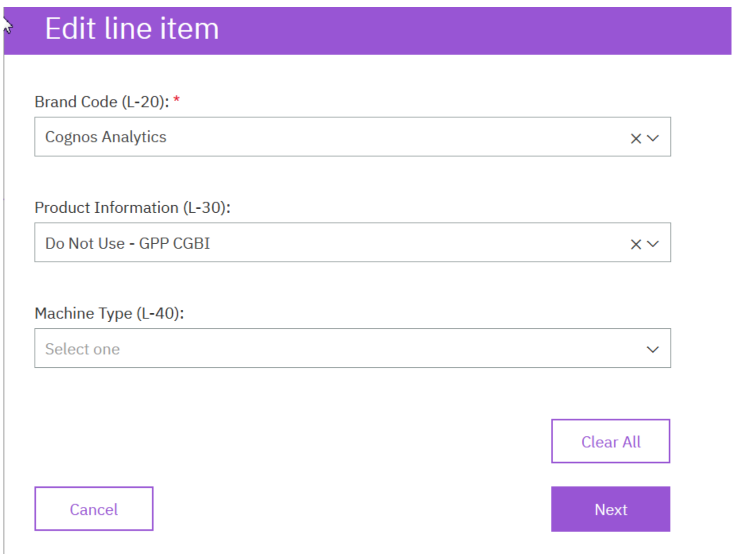
Click on 'Edit' in the bottom of the screen.



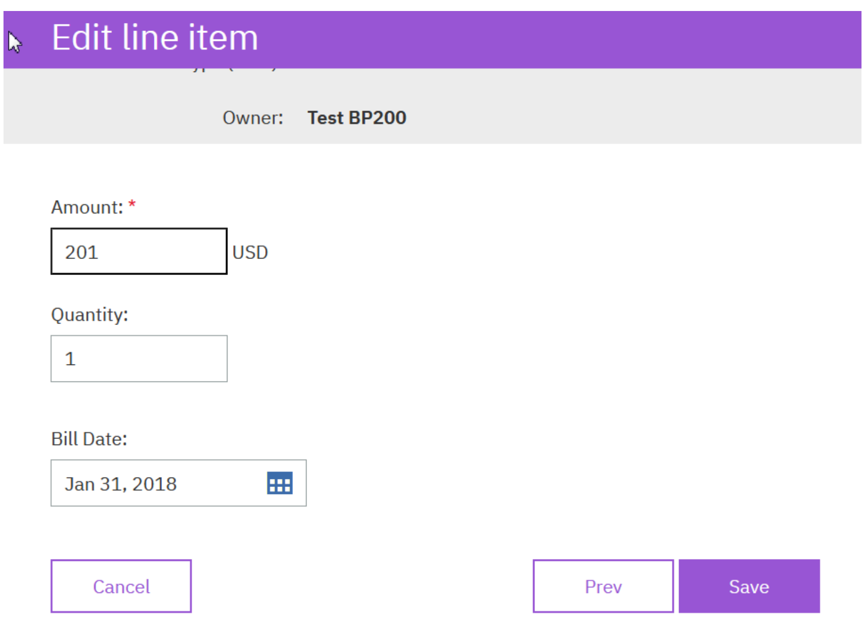
In this guide, we are going to update the revenue amount but you can change different fields in the opportunity. So, we scroll down and click on Details and then Edit.



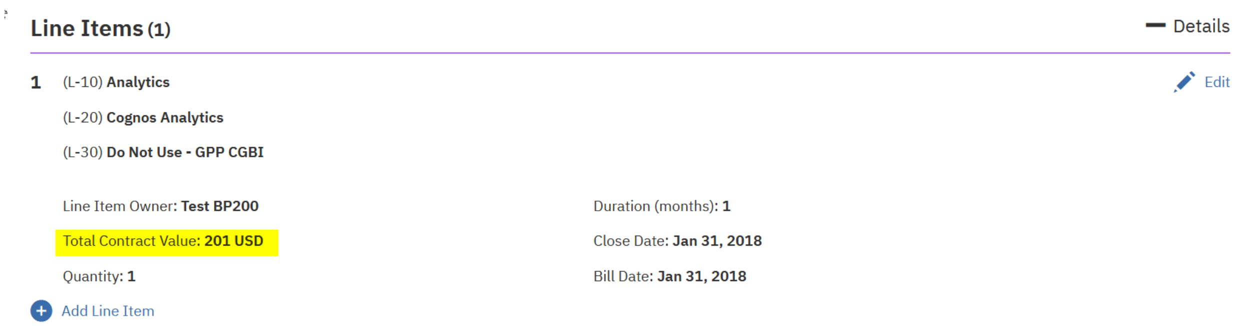
The following window will pop up. You scroll down and click Next.



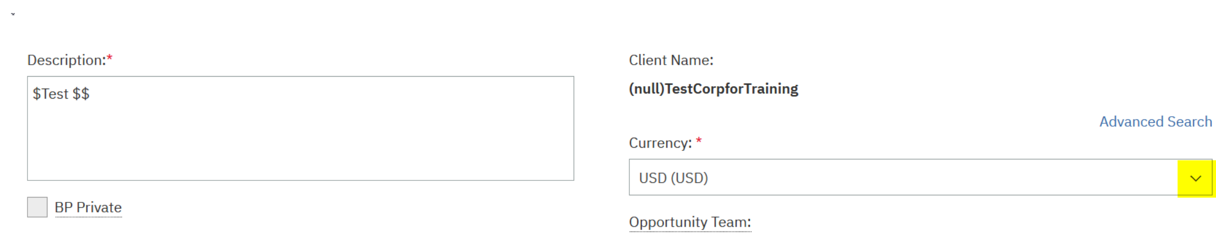
Then you change the Amount from 200 to 201 and we click Save.



And we can see the changes in the main screen.



We can change the currency of the opportunity in the upper part. Click on the drop down menu to open it.



And then, type or choose the currency that you want.

And like this, you can change as well Description, Sales Stage, Team Members…once you have done all the changes, please scroll down and click on Save in the main screen to save all the changes that you have done.

My Sales Activity

Overview Opportunities Incentives (?)

BP1-YE-4VIIGKZ

for (null)TestCorpforTraining

Description:*

$Test $$

BP Private

Client/Contact Data Restrictions:

Not restricted

Sales Stage: *

04-Validated/Qualifying

Decision Date:*

Jan 31, 2018

Opportunity Codes:

× ISA-999-NoSolutionSold

CoMarketing UCID:

Select one

Campaign Code:

Select one

BP Opportunity Number:

Client Name:

(null)TestCorpforTraining

Advanced Search

Currency: *

€ (EUR)

Opportunity Team:

Name:	Role:
Frank (Frank) Green	**Identifier**
Frank (Frank) Green	**Noticer**
Test BP200	**Line Item Owner**
Kaori (Kaori) Ohhashi	Team Member
mySA (mySA) BPtester	Team Member
Shaswata (Shaswata) Sarkar	Team Member
Nicholas (Nicholas) Piechl	Team Member
Antonio (Antonio) Jesus Morales ...	Team Member

+ Add Team Member

Line Items (1)

— Details

1 (L-10) **Analytics**

(L-20) **Cognos Analytics**

(L-30) **Do Not Use - GPP CGBI**

Edit

Line Item Owner: **Test BP200**

Total Contract Value: **201 USD**

Quantity: **1**

Duration (months): **1**

Close Date: **Jan 31, 2018**

Bill Date: **Jan 31, 2018**

Add Line Item

Incentives

View/Add Incentives

Notes

+ Details

Create Note

Contacts (1)

+ Details

+ Add Contact Create Contact

Additional Information

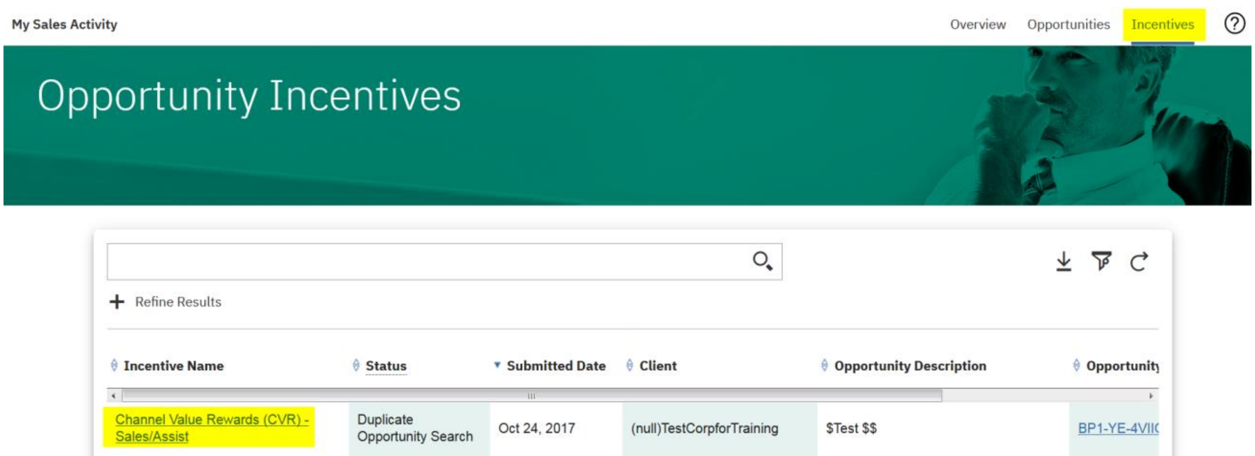
+ Details

Save Back

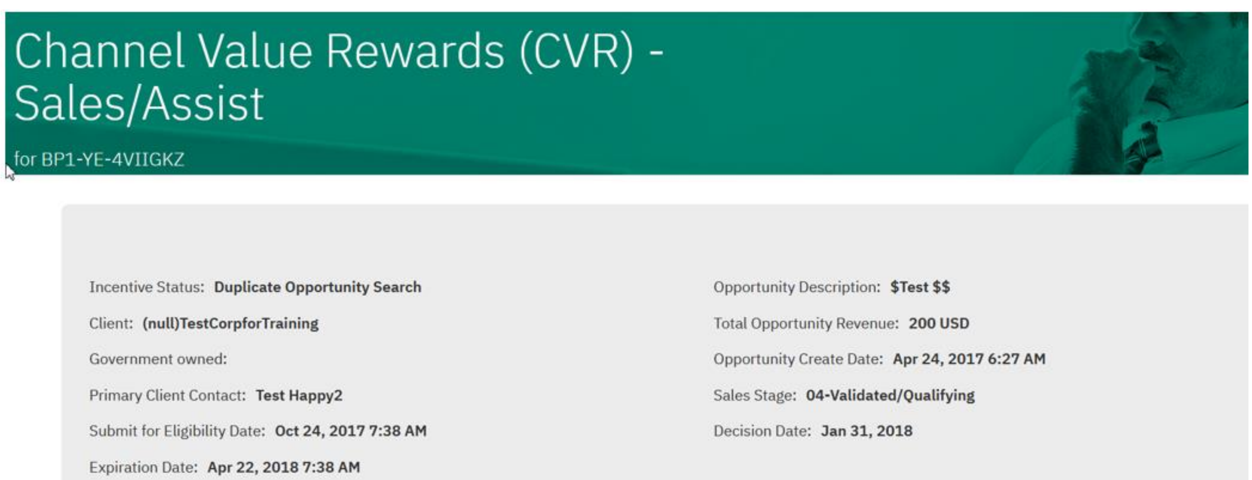
Contact Privacy Terms of use Accessibility Cookie preferences

Once saved you can update your incentive by clicking on "View/Add Incentives" in the Incentive section:

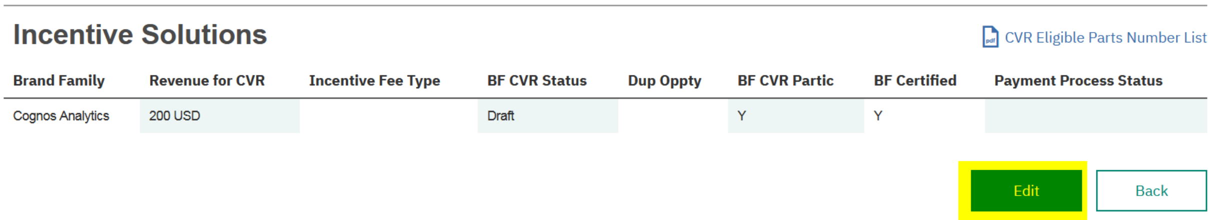
You can reach the same page also from the Incentive Screen view:



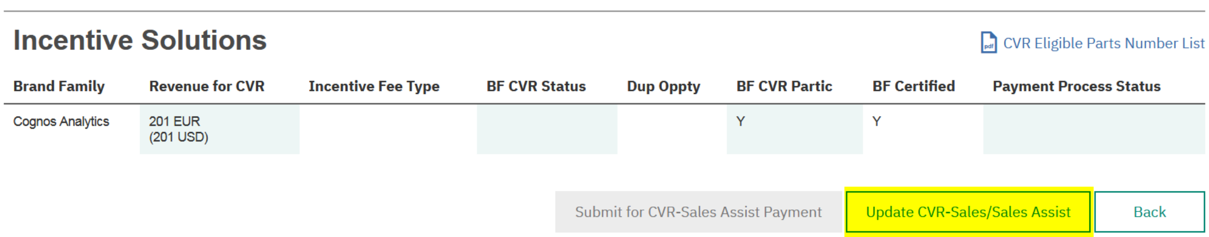
Clicking on the Incentives Name will open the opportunity form. We can see all the information there. Please note that the opportunity information in this screen doesn't show your last update but corresponds to last information sent to the CVR- S/SA team.



To 'refresh' the information and send them to the CVR-S/SA team, you must scroll down and click on Edit. Once you click on Edit, the information will be updated in this form.

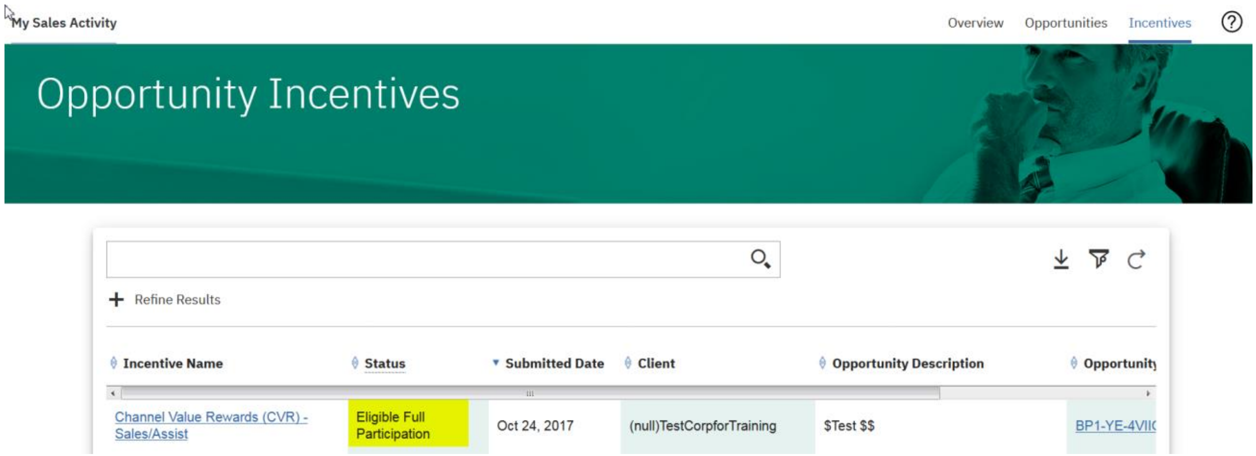


And finally, to send the changes to GPP (still used by the CVR-S/SA Team) , you have to click on Update CVR-Sales/Sales Assist button. Once you have clicked on that, the changes will be visible in GPP as well.

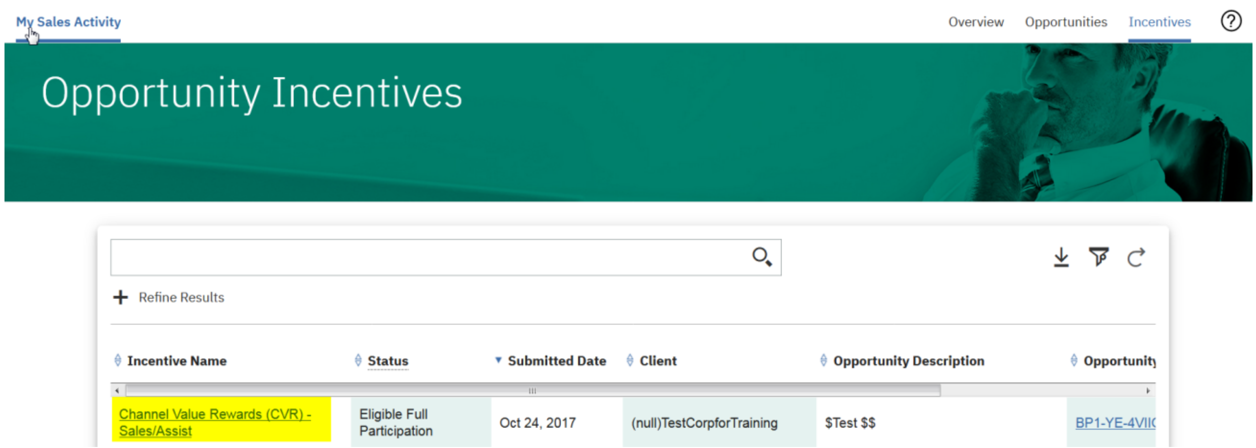


6. PREPARING FOR PAYMENT

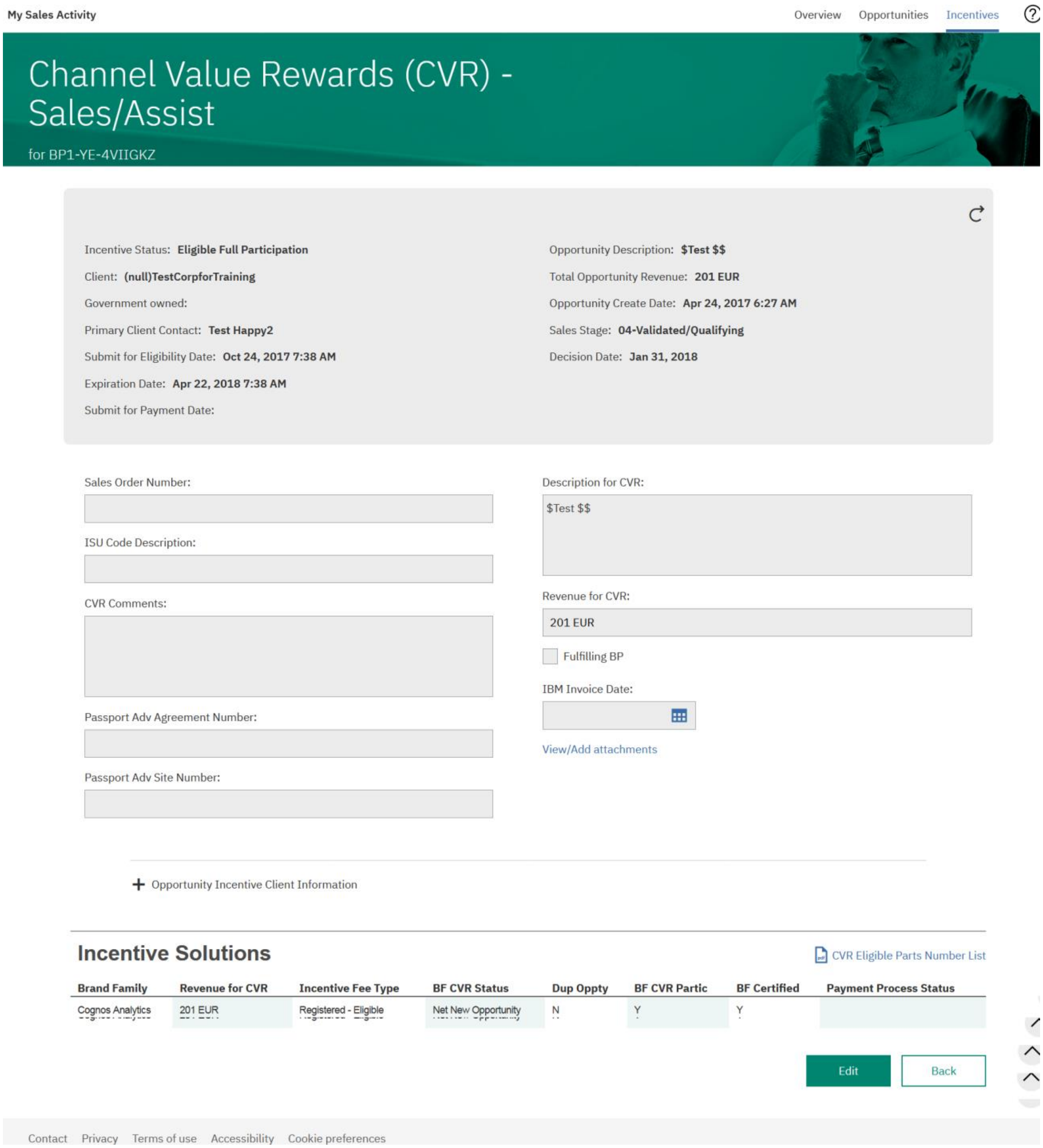
When the opportunity is approved for CVR-S/SA, you will see that the status moves to Eligible Full/Partial Participation. You can check the status of the opportunity either in the Opportunities View or the Incentives View of MySA.



If you want to check the details of the opportunity, please go to the Incentives View and click on the Incentive Name.



It will open the form of the opportunity and you can check here all the details such as Status, Government status, Submit date for Eligibility, Sales Stage…


My Sales Activity

Overview Opportunities Incentives

Channel Value Rewards (CVR) - Sales/Assist

for BP1-YE-4VIIGKZ

Incentive Status: **Eligible Full Participation**

Client: **(null)TestCorpforTraining**

Government owned:

Primary Client Contact: **Test Happy2**

Submit for Eligibility Date: **Oct 24, 2017 7:38 AM**

Expiration Date: **Apr 22, 2018 7:38 AM**

Submit for Payment Date:

Opportunity Description: **$Test $$**

Total Opportunity Revenue: **201 EUR**

Opportunity Create Date: **Apr 24, 2017 6:27 AM**

Sales Stage: **04-Validated/Qualifying**

Decision Date: **Jan 31, 2018**

Sales Order Number:

ISU Code Description:

CVR Comments:

Passport Adv Agreement Number:

Passport Adv Site Number:

Description for CVR:

$Test $$

Revenue for CVR:

201 EUR

Fulfilling BP

IBM Invoice Date:

View/Add attachments

+ Opportunity Incentive Client Information

Incentive Solutions

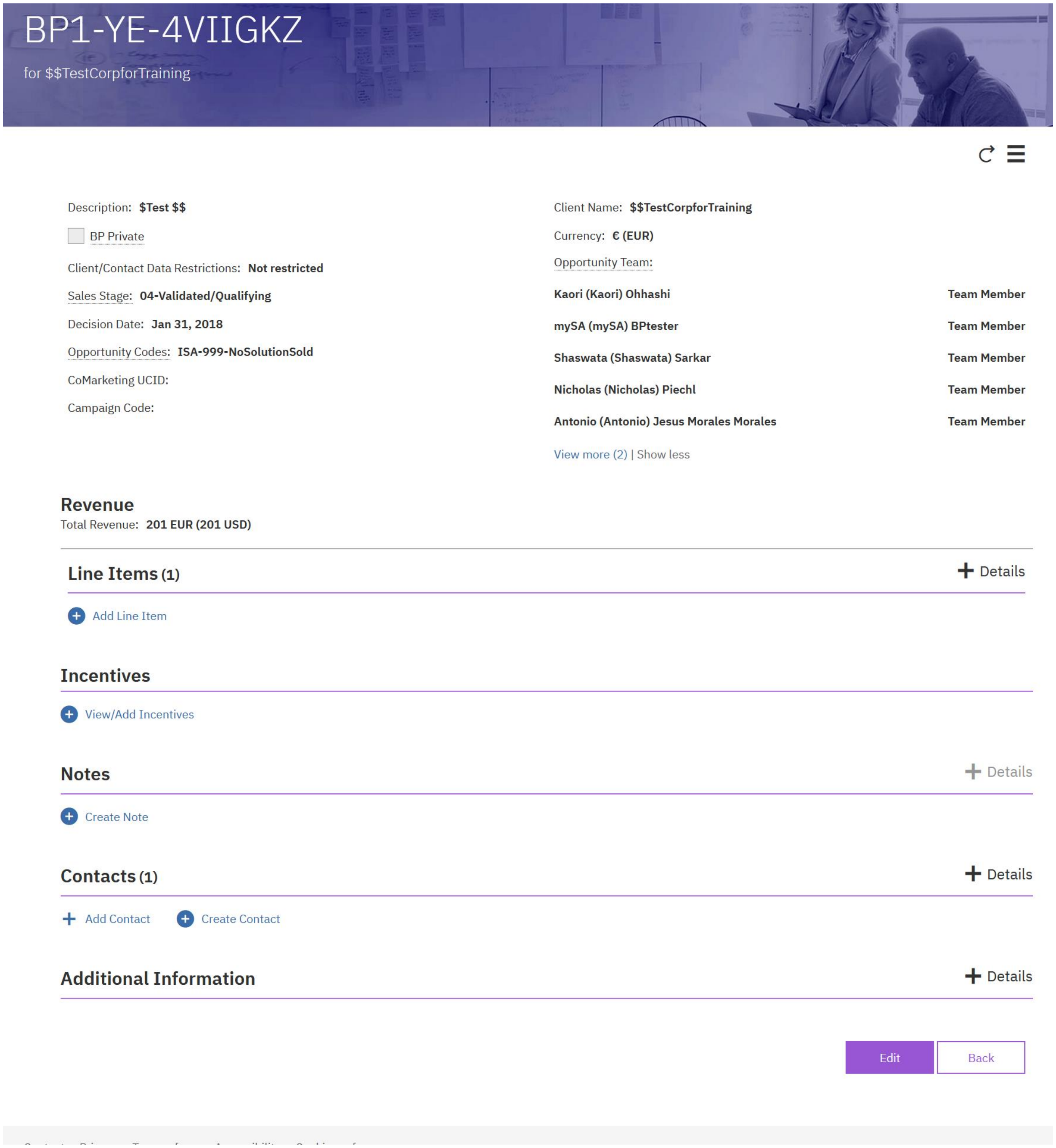
CVR Eligible Parts Number List

Brand Family	Revenue for CVR	Incentive Fee Type	BF CVR Status	Dup Oppty	BF CVR Partic	BF Certified	Payment Process Status
Cognos Analytics	201 EUR	Registered - Eligible	Net New Opportunity	N	Y	Y	

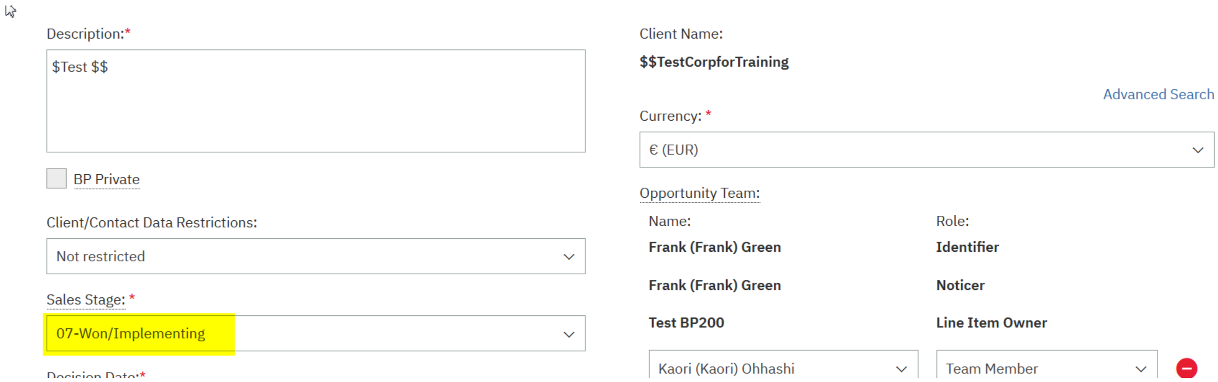
Edit Back

Contact Privacy Terms of use Accessibility Cookie preferences

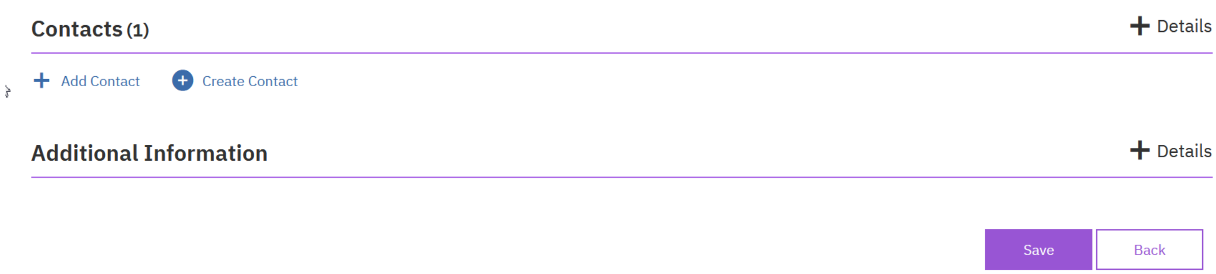
When you are ready to close the deal and submit the opportunity for payment, you need to follow the following instructions. Please, open the opportunity in MySA and click Edit to update the necessary fields of the opportunity.



The opportunity must be changed to Sales Stage 07 and the decision date updated (in case it is not the correct one).

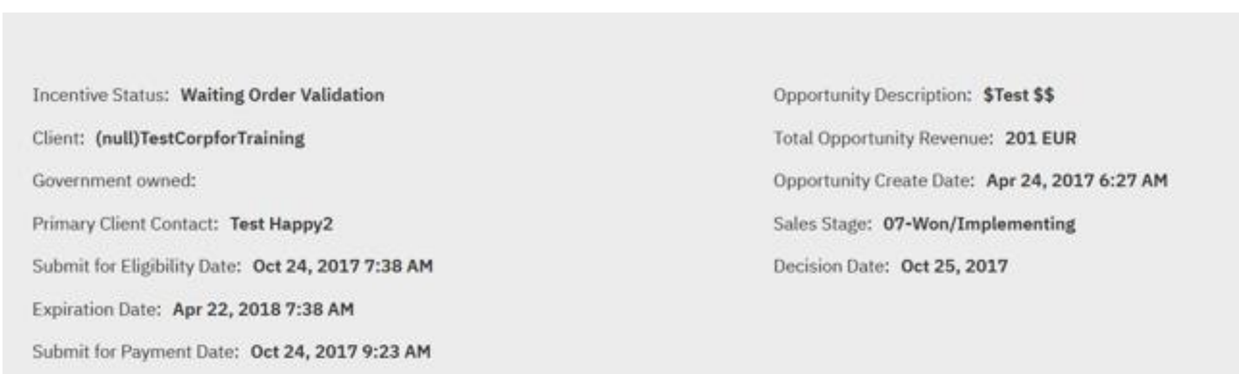


The revenue amount must be updated according to the deal size as well so the payment can be done properly (Please, refer to the section number 5, page 19). Please, click on Save after all the changes are done.



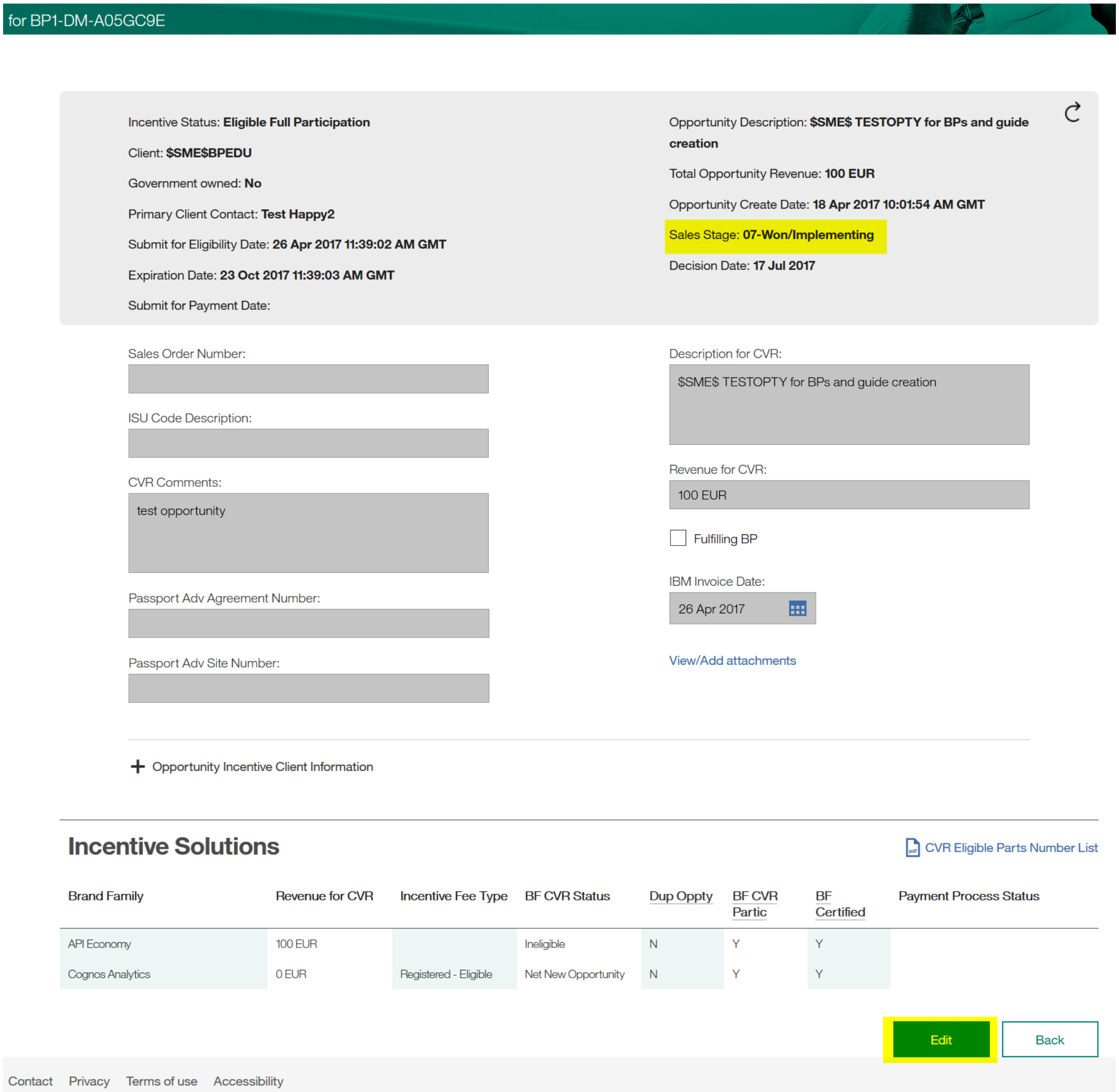
When all the changes are done, you can go back the Incentive by clicking on "View/Add Incentives" in the opportunity Incentive section:

The opportunity information is not updated yet



Please click on the EDIT button at the bottom of the screen update your CVR

(Note: The Total Opportunity Revenue and the opportunity sales stage will be updated when you click on Edit).



Please, click on the button Update CVR-Sales/Sales Assist to update the systems.

Incentive Status: **Eligible Full Participation**

Client: **SMEBPEDU**

Government owned: **No**

Primary Client Contact: **Test Happy2**

Submit for Eligibility Date: **26 Apr 2017 11:39:02 AM GMT**

Expiration Date: **23 Oct 2017 11:39:03 AM GMT**

Submit for Payment Date:

Opportunity Description: **SME TESTOPTY for BPs and guide creation**

Total Opportunity Revenue: **112 EUR (112 USD)**

Opportunity Create Date: **18 Apr 2017 10:01:54 AM GMT**

Sales Stage: **07-Won/Implementing**

Decision Date: **17 Jul 2017**

Sales Order Number:

ISU Code Description:

CVR Comments:

test opportunity

Passport Adv Agreement Number:

Passport Adv Site Number:

Description for CVR:

SME TESTOPTY for BPs and guide creation

Revenue for CVR:

100 EUR

Fulfilling BP

IBM Invoice Date:

26 Apr 2017

View/Add attachments

\+ Opportunity Incentive Client Information

Incentive Solutions

CVR Eligible Parts Number List

Brand Family	Revenue for CVR	Incentive Fee Type	BF CVR Status	Dup Oppty	BF CVR Partic	BF Certified	Payment Process Status
API Economy	100 EUR		Ineligible	N	Y	Y	
Cognos Analytics	0 EUR	Registered - Eligible	Net New Opportunity	N	Y	Y	

Submit for CVR-Sales Assist Payment | Update CVR-Sales/Sales Assist | Back

t Privacy Terms of use Accessibility

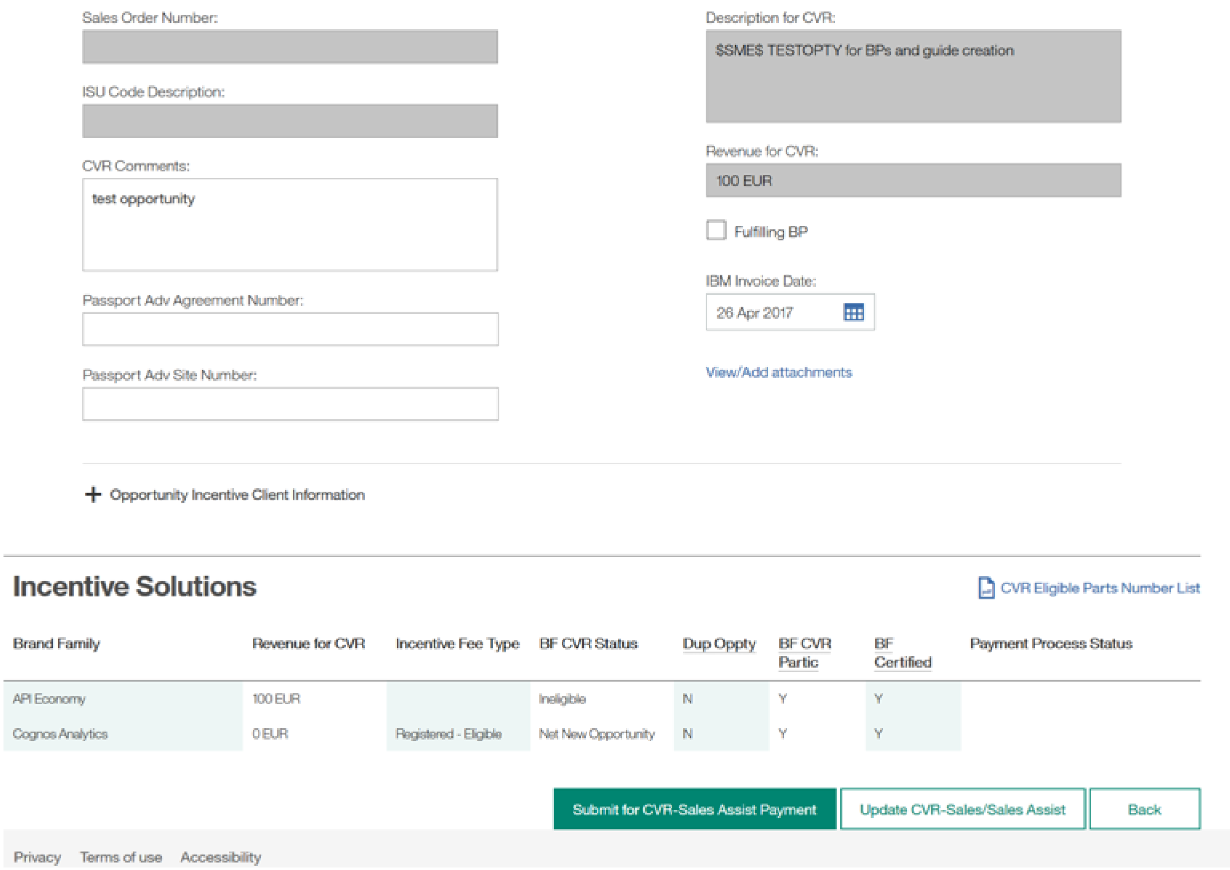
(Note: The Revenue for CVR will be updated when you click on Update CVR-Sales/Sales Assist, which will also send the changes to GPP.)

Incentive Solutions

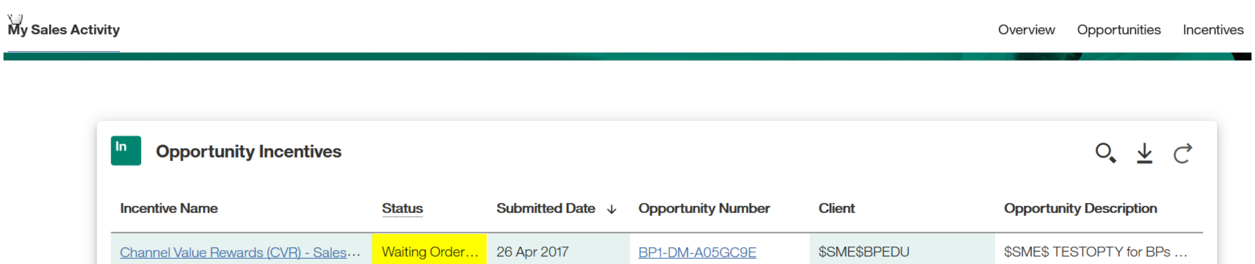
CVR Eligible Parts Number List

Brand Family	Revenue for CVR	Incentive Fee Type	BF CVR Status	Dup Oppty	BF CVR Partic	BF Certified	Payment Process Status
API Economy	0 EUR		Ineligible	N	Y	Y	
Cognos Analytics	112 EUR	Registered - Eligible	Net New Opportunity	N	Y	Y	

Please, make the necessary changes and then click on Submit for CVR-Sales Assist Payment.



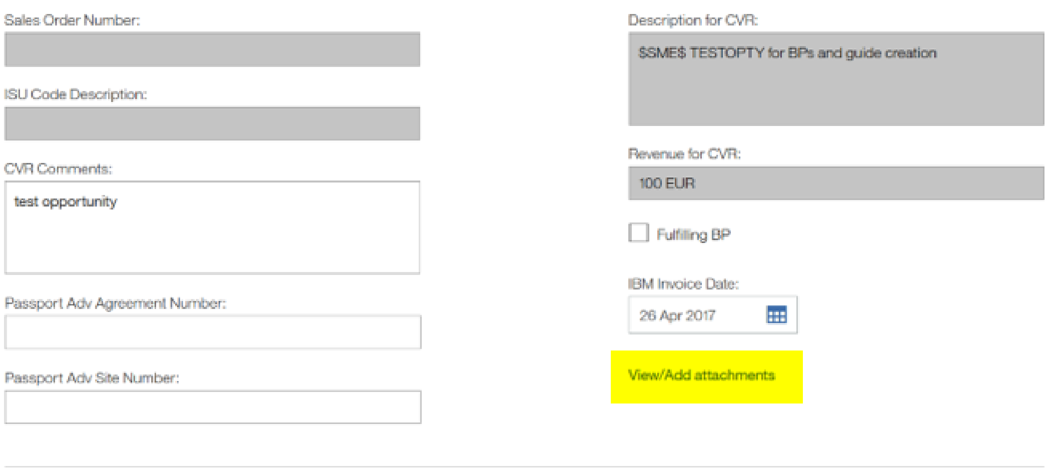
To make sure that the opportunity is submitted for payment, please go to Incentives View in MySA and the opportunity should be in Status: Waiting Order Validation



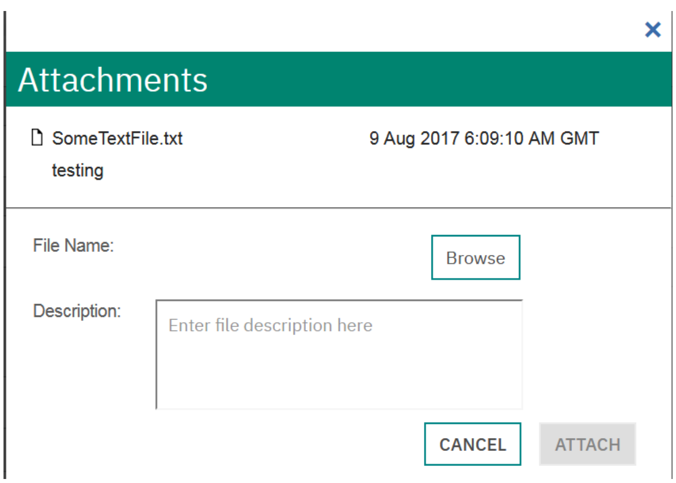
Sales documents for CVR-SA for NGE and for CVR-S for GE customers:

For CVR Sales for GE customers, IBM has a 100% policy sampling, so you have to attach the Sales documents within 30 days after the Sales Order date. For CVR Sales Assist for NGE customers, you might be required by IBM to attach the sales documents if your opportunity is selected for sampling.

To attach the sales documents, open the incentive form and click on View/Add attachments on the CVR-S/SA opportunity page:

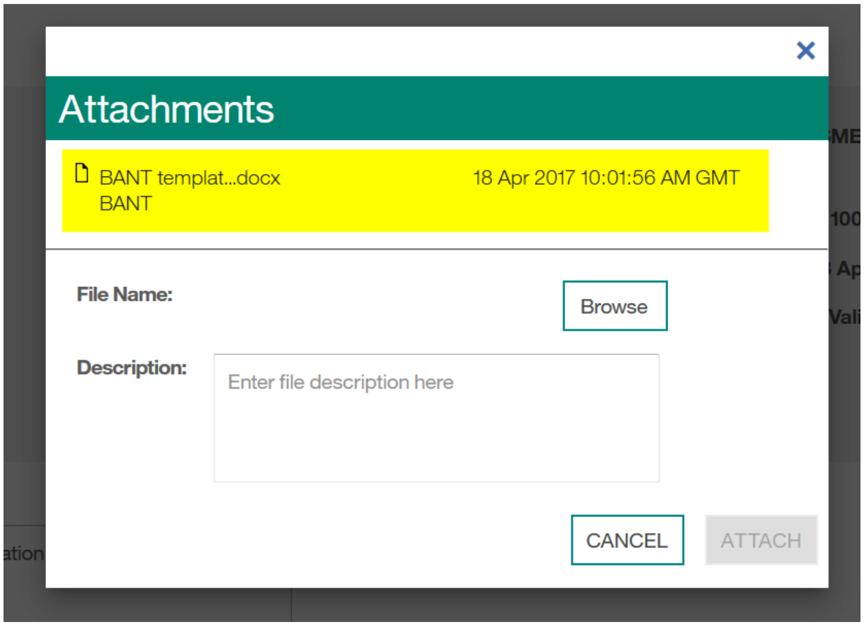


You will see the next screen:



Browse and attach your document. You will see that it is attached when it appears in the upper part of the window

Click Cancel or X to exit from this screen.



(Note: Ensure that you have the Sales Documents prepared and saved with the correct file name. When an attachment is uploaded, it cannot be viewed or edited through MySA. If you need to update it, you can do so on your local machine and then reattach it, but it must have a new, unique filename.)

Sales documentation presented to IBM by the Business Partner must, in total, provide proof points which clearly show Business Partners' involvement in the sales cycle and their actions that convinced the end-user customer to acquire the Eligible Products, and must satisfy the following criteria to qualify as Eligible Sales Documentation:

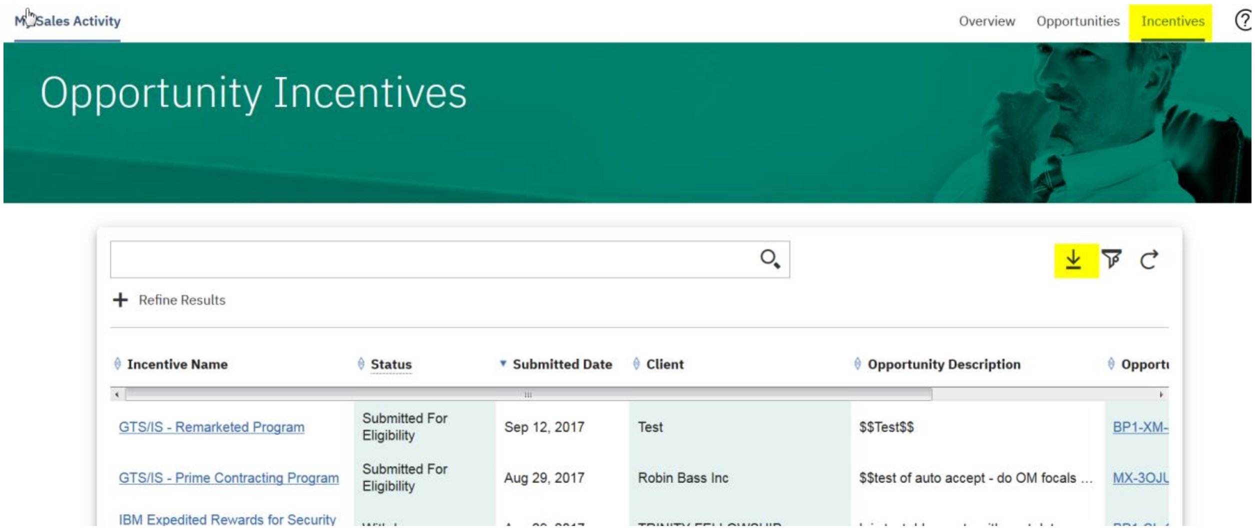
1. Show that the Business Partner authored the documentation and clearly demonstrates the Business Partner recommended the Eligible Products or Brand Families and assisted the end-user in the decision to purchase. (To demonstrate the Business Partner authored the documentation, it must have a Business Partner company logo, Business Partner company name, or other identification on the documentation.) For a GE transaction, the documentation should provide clear line of sight evidence of value add sales and/or technical engagement beyond license fulfillment by the Business Partner.
2. Include a reference to the Eligible Products or Brand Families and quantity or configuration of the products the Business Partner has recommended to the end-user customer
3. All documentation must be dated before the IBM Sales Order date for the Eligible Products, and must address the specific customer situation. In the case of a tender, all documentation must be dated prior to the announcement of the tender.
4. If requested, the documentation must include evidence that it was submitted to the end user.
5. If price quotes sent by the Business Partner to the end-user are provided, they must be dated on or after the document(s) used as evidence for criteria number 1. Price quotes can only be used to satisfy criteria number 2.

For GE End Users Only

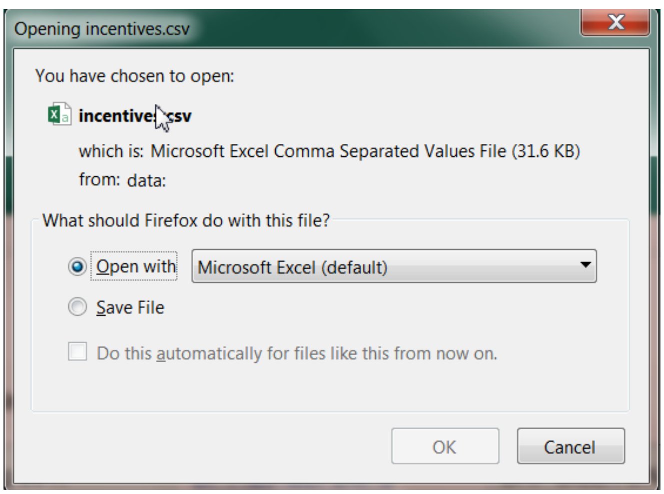
6. Evidence of two-way communication between the End User and the Business Partner.

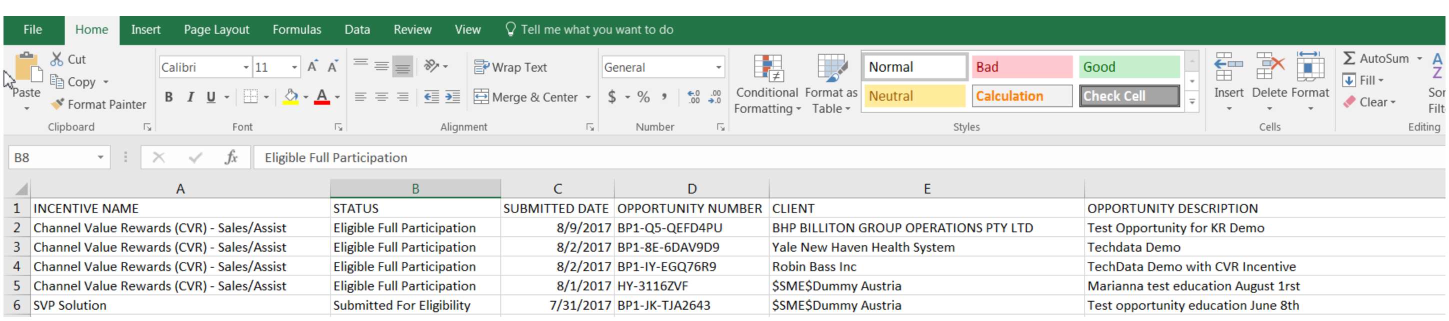
7. HOW TO PULL A REPORT FROM MySA

If you want to pull a report with the opportunities submitted for incentives, you have to go to the incentive tab of MySA and then click on the icon with an arrow down.



Once you click on that icon, the following screen will pop up. Click on 'Open' and you will have the report of all your opportunities submitted for incentives.





	A	B	C	D	E	
1	INCENTIVE NAME	STATUS	SUBMITTED DATE	OPPORTUNITY NUMBER	CLIENT	OPPORTUNITY DESCRIPTION
2	Channel Value Rewards (CVR) - Sales/Assist	Eligible Full Participation	8/9/2017	BP1-Q5-QEFD4PU	BHP BILLITON GROUP OPERATIONS PTY LTD	Test Opportunity for KR Demo
3	Channel Value Rewards (CVR) - Sales/Assist	Eligible Full Participation	8/2/2017	BP1-8E-6DAV9D9	Yale New Haven Health System	Techdata Demo
4	Channel Value Rewards (CVR) - Sales/Assist	Eligible Full Participation	8/2/2017	BP1-IY-EGQ76R9	Robin Bass Inc	TechData Demo with CVR Incentive
5	Channel Value Rewards (CVR) - Sales/Assist	Eligible Full Participation	8/1/2017	HY-3116ZVF	SMEDummy Austria	Marianna test education August 1rst
6	SVP Solution	Submitted For Eligibility	7/31/2017	BP1-JK-TJA2643	SMEDummy Austria	Test opportunity education June 8th

8. WHERE TO LOOK FOR MORE INFORMATION

- **Webpage for Channel Value Reward Sales/Sales Assist**

http://www.ibm.com/partnerworld/CVRSoftwareSalesAndSalesAssist

- **Getting Started with MySA**

https://www.ibm.com/partnerworld/page/my-sales-activity-get-started

- **MySA Overview video**

https://www-154.ibm.com/sales/salesconnect/olh/en_us/olh/mysa/demo/mysa.mp4

- **My Sales Activity page in PartnerWorld and Online help**

https://www-356.ibm.com/partnerworld/wps/servlet/ContentHandler/my-sales-activity-overview

- **MySA Quick Reference Card**

https://www-154.ibm.com/sales/salesconnect/olh/en_us/olh/prod/mysa/mysa_overview/mysa_quick_reference_card_qrc.html

- **Comparison of MySA with Global Partner Portal**

https://www-154.ibm.com/sales/salesconnect/olh/en_us/olh/prod/mysa/opportunity_management/additional_resources/my_sales_activity_comparison_with_global_partner_portal.html

- **Frequently Asked Questions**

https://www-154.ibm.com/sales/salesconnect/olh/en_us/olh/prod/mysa/opportunity_management/additional_resources/faq.html

- **MySA Online Help**

https://www-154.ibm.com/sales/salesconnect/olh/en_us/olh/prod/index.html

Supported Browser: Mozilla Firefox 38 Extended Support Release (ESR)

- **PWCS**

https://www-356.ibm.com/partnerworld/wps/servlet/ContentHandler/contact-partnerworld

- **Technical Support**: GPPOPS@uk.ibm.com

9. CHANGES TO THE PREVIOUS VERSION

Date	Updates
2017 10 31	Section ‘How to accept an opportunity from IBM’: description changed according to the new MySA version (p. 3) Change of the link of MySA (p.4) Section ‘Create and submit an opportunity for CVR Sales/Sales Assist eligibility’: description changed according to the new MySA version (p. 4) Section ‘How to edit an opportunity’: description changed according to the new MySA version (p. 17) Section ‘How to update the opportunity when it is submitted for CVR S/SA’: description changed according to the new MySA version (p. 19) Added a shortcut to open the incentive from the opportunity page (p. 23) Changed the sentence and the picture related to the "refresh" button. Refresh doesn't update the oppty info. You must click on EDIT to update it (p. 23) Section ‘Preparing for payment’: description changed according to the new MySA version (p. 25) Added again the shortcut to open the incentive directly from the opportunity page and removed the sentence related to the "refresh button" (p.28) Section ‘Hints and tips’: deleted
2017 08 10	Section ‘How to accept one opportunity from IBM in MySA’ added. (p. 3). Section name changed from ‘How to submit for payment for CVR-S/SA’ to ‘Preparing for Payment’ (p. 23) How to attach the sales documents added to the section ‘Preparing for Payment’ (p. 31) Section ‘How to pull a report from MySA’ added. (p.36)
2017 06 08	Section ‘How to update one opportunity when it is submitted for CVR-S/SA’ added. (p.18)
2017 05 09	Initial document Published