

"How to renew S&S" Video English version





A. Renewal Email - English

- Let me show you how to renew your IBM software licenses on Passport Advantage Online. Begin by opening the Renewal email you will have received from your IBM software renewal representative.
- Today we are going to renew your Subscription and Support online but we will show you how you might also contact your IBM Business Partner or IBM Sales Representative.
- Help is available on every screen at every stage of the process.
- Click on Passport Advantage Online to renew.

It's Time to Renew Your IBM Software Subscription and Support Renewal Quote Number: 26125611

Dear Joe Jones

Your annual Software Subscription and Support coverage for the products listed in the attached renewal guote is coming up for renewal on 31-May-2011.

Software Subscription and Support available through Passport Advantage provides you with access to product upgrades for your licensed IBM Software and a wide array of IBM technical support options.

With IBM Software Subscription you get:

 Access to new releases and versions of your installed IBM software - helping to reduce

your software acquisition expenses

- The option to receive notification of new product releases you choose when to provide
- The latest technology from IBM ensuring that your IT environment is ready to respond

to opportunities with enhanced reliability and performance of applications

With IBM Software Technical Support you get:

- Responsive, cross-platform software technical support around the clock and around the world
- . Online technical support including enhanced self-help and search capabilities
- . Voice support for new deployments, migration, and code-related questions
- Fast problem resolution by phone for all "Severity 1" situations 24 hours a day, seven days a week

To maintain active Software Subscription and Support, simply

 Review the attached IBM Software Subscription and Support Renewal Quote and the IBM

Software Subscription and Support Renewal Detail Information Form

- Choose one of the following options to renew before your anniversary date:
- . Contact an authorized IBM Business Partner for final pricing and fulfillment
- . Contact me at 1-289-333-7331 or dthomson@ca.ibm.com
- . Sign in to Passport Advantage Online and renew

Please contact me if you have any questions or if I can be of assistance.

Yours sincerely, Debra Thomson dthomson@ca.ibm.com Phone: 1-289-333-7331

This message was sent from a server. To reply, please forward to Debra Thomson at dthomson@ca.ibm.com.

I'm here to help.

Debra Thomson dthomson@ca.ibm.com 1-289-333-7331

Steps to Renew

- Review quote and discuss with others in your organization who have an interest in upgrades and support for the products listed on the quote.
- . Take Action:
- Contact an authorized IBM Business Partner for final pricing and fulfillment, or
- Contact me at 1-289-333-7331 or thomson@ca.ibm.com
- Sign into
 Passport Advantage Online
 and renew

Fast Access to Passport Advantage Online

PAO Customer Sign in

Need assistance signing in to PAO, contact eCustomer Care

Upgrades and Support

BM Support Portal

Sign in to Passport Advantage Online for Software download & media access

Learn more

Passport Advantage
Passport Advantage Contacts
IBM Software Subscription and Support
IBM Electronic Support
Upgrades: What's new?
Highlights recent releases and versions of IBM
Software



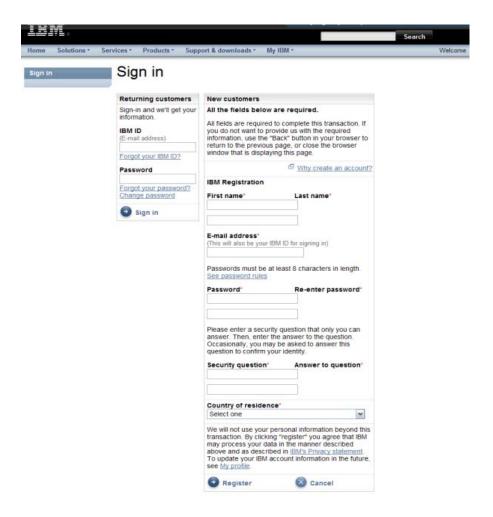






B. Sign in

As an returning IBM customer you need to fill in the section, called "returning customers" on the left with your IBM ID and password. Your IBM ID is the email address you used when you created your IBM registration. Click "sign in" to proceed. If you forgot your password or need to change your password, click on the appropriate link for help.

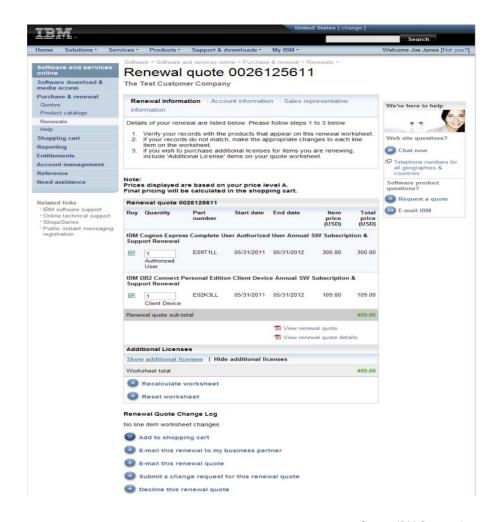




C. Renewal Quote

Renewal Tab View

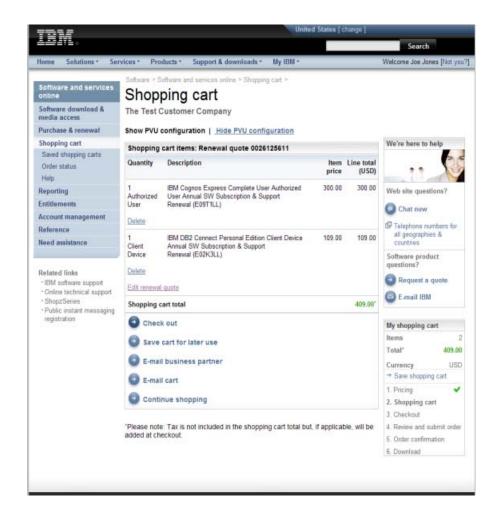
- You will be brought to your renewal quote screen with your renewal quote number.
- Two other tabs are provided.
- The Account Information tab provides information on your account including your IBM customer number and the due date for your renewal.
- The Sales Representative tab provides contact information for your IBM Sales representative.
- Since everything is correct, just click on the "Add to shopping cart."
- You could send the renewal quote to a Business Partner
- Or work associate but in this case you are renewing your Subscription and Support directly from IBM.





D. Add items to cart

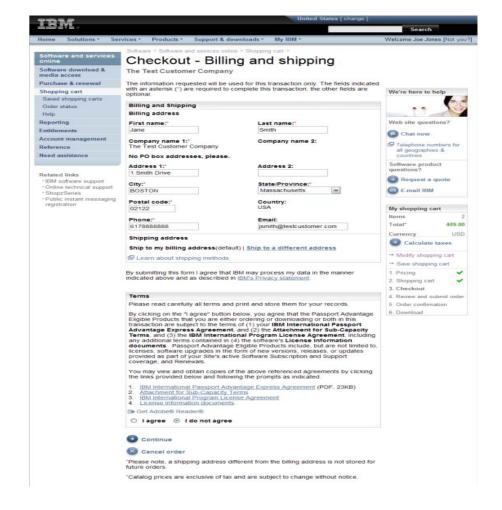
- You are now in the shopping cart screen and all of the lines items have been added from your Software Subscription and Support renewal. Click on the "check out"
- Notice that in "My Shopping Cart Section" the "Pricing" step," has been completed. My Shopping cart provides you with a visual of the ordering steps.





E. Checkout

- You are now on the "Checkout Billing and shipping screen."
- Notice that "My Shopping Cart Section" the "Shopping cart" step is now complete.
- Read the terms and conditions and click, "I agree."
- Click on the "continue" button.







F. Review and Submit Order

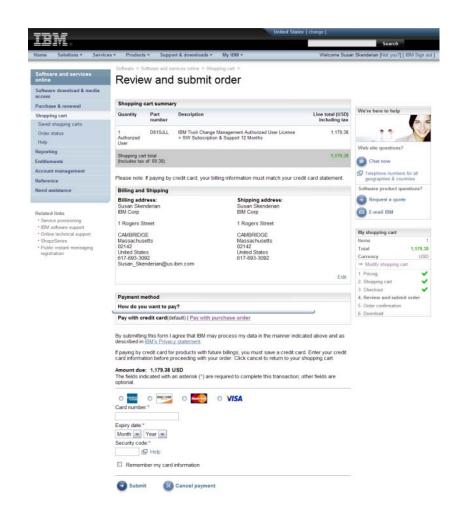
- You are now on the Review and submit order page.
- You are paying by credit card. You also have the option to pay by purchase order. Payment methods vary by country.
- Type in your credit card number,
- Select the expiration month of your credit card
- Select the expiration year of your credit card
- There is "help" to identify where your security code is. For most cards look for a 3-digit number printed on the back of your card. It appears after and to the right of your card number.

For American Express cards

Look for a **4-digit** number printed on the **front** of your card. It appears above and either before or after your card number.

- Enter the security code.
- Click on "Submit" button.

7





E. Order Confirmation

- You are now at the Order Confirmation and information screen.
- This screen shows your order reference number for the Software Subscription and Support renewal you just submitted.
- You can immediately access your software to download.
- Download by clicking on "Download Now" and following the steps to complete your download.
- Please print this screen to save for your records as it contains your order reference number.
- The screen also contains information about your method of payment and description of items in your order.
- Your renewal process is complete. Thank you for renewing your IBM subscription and support.

