Passport Advantage® (PA) and Passport Advantage Express® (PAE) FAQs

What is Passport Advantage?

Passport Advantage (PA) and Passport Advantage Express (PAE) are comprehensive programs by which you may acquire Eligible Products (EPs) from IBM. Both Programs:

- Use a common set of Agreements, processes and tools
- Share the same "Eligible product list" which includes IBM software, term licenses, Appliances and Appliance Services, IBM Software Subscription and Support (product upgrade and technical support), IBM Cloud Services and CEO Product Categories
- Include terms for Renewing IBM Software Subscription and Support, Term Licenses and Cloud Services and for buying and renewing technical support for Selected Open Source and other non-warranted applications

For more information, go to ibm.com/software/passportadvantage.

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What are the differences between PA and PAE?

Passport Advantage	Passport Advantage Express
• Ideal for larger and multi-site, multi-national enterprises • Relationship-based • Enrollment required • Relationship Suggest Volume Pricing (RSVP) — 6 price levels • One 'Anniversary' date for all renewals • Manage multiple Sites under one Agreement • Point aggregation	• Designed for smaller, single site enterprises • Transaction-based • No enrollment • Suggested Retail Pricing (SRP) — single price level • Renewal dates align to purchase dates • Single Site management only • No point aggregation

For more information about Passport Advantage and Passport Advantage Express and the differences between the two programs, go to www.ibm.com/software/passportadvantage.

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Where can we download PA and PAE Agreements?

The Passport Advantage and Passport Advantage Express Agreements are available for review and download from the PA Site.

Additional Agreements, Attachments and forms are available at www.ibm.com/software/passportadvantage/agreementsandforms.html.

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How do we enroll in Passport Advantage?

To enroll in Passport Advantage or to add Additional Sites to an existing Passport Advantage Agreement you may:

- Enroll online
- Download, complete and submit an enrollment form

The fastest, easiest way to enroll in Passport Advantage is online. You will need:

- An IBM ID to enroll online. If you do not have one, you will need to create one before you can complete the online enrollment process.
- Your IBM Passport Advantage Agreement number if you are enrolling an additional Site under an existing Passport Advantage Agreement

Note: In some countries, you may be required to print, sign and fax your enrollment form to complete the process. Government and Academic customers may not enroll online at this time. No enrollment is required for Passport Advantage Express.

Go to www.ibm.com/software/passportadvantage/howtoenroll.html for detailed instructions to help you enroll.

What is the difference between Relationship Suggested Retail Pricing (RSVP) and Suggested Retail Pricing (SVP)?

Relationship Suggested Retail Price (RSVP) is entitled pricing based on purchase volume under Passport Advantage terms. RSVP level are determined by aggregating points for all EPs ordered during a pre-defined period or Term (terms usually align with Anniversary start and end dates).

RSVP or Relationship Suggested Volume Pricing is only available under Passport Advantage Agreements.

Currently there are 6 RSVP levels, beginning with a Base Level (BL). Each level has a minimum point value as shown below.

RSVP	BL	D	E	F	G	H
Point Value	<500	500	1,000	2,500	5,000	10,000

The more points you accumulate, the higher your RSVP level and the greater your Suggested Volume Pricing (SVP) discount.

Suggested Volume Price (SVP) is a single price assigned to Eligible Products purchased on a transactional basis under Passport Advantage Express terms

For more information about RSVP levels, review the Relationship Suggested Volume Price (RSVP) Level and Suggested Volume Pricing (SVP) section of your Passport Advantage Agreement.

Why do we need to name a Primary Contact?

When you enroll in Passport Advantage or make a purchase under Passport Advantage Express, you are asked to name a Primary Contact.

The Primary Contact is the designed contact for all IBM communications and is required for all Sites.

Initially, the Primary Contact is the only person with

- Access to your Passport Advantage Online (PAO) Site
- Authority to grant additional users access to your PAO Site
- Update contact information, roles and use privileges.

Your Primary Contact can name up to 4 Secondary Contacts to assist with Contact and Account management for your Site.

For more information go to www.ibm.com/software/passportadvantage/keycontacts.html.

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How do we change our Primary Contact?

If your Primary Contact leaves the company and you are unable to make Site changes, please have the new Primary Contact email dswsoft@us.ibm.com with a request to make the changes.

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Are there additional contacts we should consider naming?

Yes, in additional to a Primary Contact, you should consider naming contacts for some or all of the following roles / responsibilities:

- Administrative / Proof of Entitlement Contact
- Site Technical Contact
- Secondary Contact – up to 4 per Site
- Software Subscription and Support renewal contact
- Software Subscription and Support media shipping contact
- Billing Contact

Of these contacts only a Primary Contact is required, however, we recommend that you name an Administrative / Proof of Entitlement and a Site Technical Contacts for all Sites.

The Administration / Proof of Entitlement Contact acts as your Site's designated contact for all administrative documents including Software Subscription and Support Renewal notices and Proofs of Entitlement.

The Site Technical Contact (Also known as the Account Administrator) oversees all aspects of your Site's technical support. There is only ONE Primary Site Technical Contact and he or she authorizes others in your organization to access entitled support including the right to open cases, download fixes and monitor PMR status

Learn more about key Passport Advantage contacts at www.ibm.com/software/passportadvantage/keycontacts.html.

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Can we transfer licenses and entitlements from one Site to another?

Yes. Under Passport Advantage / Passport Advantage Express terms, license entitlements may be moved from one Site (source Site) within the Enterprise to another Site (target Site) also within the Enterprise

To do so, the Primary Contact for the "Source" PA/PAE Site (the Site requesting the transfer) must complete a Passport Advantage/Passport Advantage Express License Transfer Request form.

Transfer Request Forms are available from your IBM Renewal representative, eCustomer Care and/or your IBM Business Partner

Transfer Requests may be used to transfer (move/migrate) entitlements from a Single Passport Advantage or Passport Advantage Express Site to

- An existing Passport Advantage Site or a new PA Additional Site under an existing active PA Agreement

- A new single Passport Advantage Express Site
- A new Passport Advantage Site under a NEW Passport Advantage Agreement*

Both the Primary Contact for the Source Site (the Site requesting the transfer) and the Target Site (the Site to which the license entitlements are to be transferred) must agree to the transfer.

Learn more about the benefits of migrating your Passport Advantage Express entitlements to Passport Advantage.

Can we migrate multiple Sites to a Single Site to align renewals to a single Anniversary date?

Yes. Under Passport Advantage terms, customers may choose to migrate multiple Sites to a single PA Site to align renewal dates to a single anniversary date—eliminating the need to process multiple renewals throughout the year.

To do so, the Primary Contact for the "Source" Site(s) must complete a Passport Advantage License Migration and Consolidation Request to migrate entitlements to

- A NEW PA Agreement to receive the migrated entitlements
- A NEW Additional Site under an existing PA Agreement to receive the migrated entitlements

Notes:

Migration and Consolidation Request Forms are available from your IBM Renewal representative, eCustomer Care and/or your IBM Business Partner

Migration can occur with or without a sales transaction.

New PA Agreements and New Additional Sites require online enrollment The Agreement and Site numbers generated using online enrollment must be entered on a Migration and Consolidation Request Form

Can we migrate from PAE to PA terms?

Yes. If you are a Passport Advantage Express client, you have the option to migrate your Passport Advantage Express entitlements to a new or existing Passport Advantage Site at any time.

To migrate your PAE entitlements to an existing Passport Advantage Site request a Passport Advantage License Migration and Consolidation Request to from your ibm renewal Rep or your authorized IBM Business Partner.

If you do not have a Passport Advantage Site, Enroll in Passport Advantage to create one and use the Passport Advantage License Migration and Consolidation Request form (available from your IBM Renewal Rep, eCustomer Care team or your authorized IBM Business Partner) to migrate to PA terms for:

One anniversary	Simplified administration	Better pricing
• Simplifies the renewal process • Provides an all-inclusive view of your renewals • Reduces the need to reconcile and process multiple renewals throughout the year	• Offers you the flexibility to link Passport Advantage Sites in a connected framework • Enables Entitlement, contact, access management and reporting across multiple Sites	• Makes it easier to predict and manage your new license and renewal costs • Allows you to aggregate points across Sites to earn higher volume discount levels faster

For details go to www.ibm.com/software/passportadvantage/migratetopassportadvantage.html.