

Frequently Asked Questions for Customers

Questions your customers may ask:	Answers:
Will I be able to submit an order during this timeframe?	<p>Channel - You can submit your order to your Reseller who will submit to IBM through their Distributor. The order will be held in a queue pending system availability.</p> <p>Direct Orders - You can submit your order through IBM Directly but the order will be held in a queue and will be processed starting January 22, 2007.</p> <p>Passport Advantage Online (PAO) - Web order submission will not be available during this time, but most other capabilities will be fully functional to the user.</p>
Will I be able to access DSW Online to mirror my customers Passport Advantage Online (PAO) site?	<p>Yes, DSW web applications will be available with limited capabilities and static data as of January 12, 2007 @ 12:00 noon EST. Full functionality will be restored on Monday, January 22nd @ 1:30 am EST.</p> <p>You will be able to do reporting, see PoE's, see your orders but will not be able to do online ordering, update contacts or complete enrollments.</p>
Will customers have access to downloads between January 12, 2007 and January 19, 2007?	<p>Yes, customers will have access to downloads for orders processed prior to January 12, 2007 with some exceptions see below.</p> <p>Any orders submitted/pending processing between January 12, 2007 through January 21, 2007 will not be available for downloads. An Exception/Emergency download process will be in place during this time for exceptions only.</p> <p>Please note: downloads will not be available to end user customers on the following dates:</p> <ul style="list-style-type: none"> • From 12 noon EST on Friday, January 12, 2007 through Tuesday, January 16, 2007 @ 12 noon EST • From Saturday, January 20, 2007 through Sunday, January 22, 2007 at 1:30 am EST
Will customers have access to technical support between January 12, 2007 and January 19, 2007?	<p>Yes, customers will have the ability to submit Problem Management Report (PMR) submission via ESR and gain access to phone support for orders processed prior to January 12, 2007.</p> <p>Any orders submitted/pending processing between January 12, 2007 through January 21, 2007 will not be available for electronic PMR submission.</p> <p>An Emergency process will be in place for exceptions only during this time for exceptions only to ensure customers can access technical support via phone.</p>

Questions your customers may ask:	Answers:
<p>Will customers have the ability to submit online/hardcopy enrollments?</p>	<p>Yes, from a user perspective, the application will appear to have full functionality. The confirmation page will display a customer friendly message indicating their will be a delay in processing the enrollment. The enrollment will be held for processing once the applications are fully functioning on Monday, January 22, 2007.</p> <p>Hard copy enrollments submitted to Customer Fulfillment for processing between January 12, 2007 and Monday, January 22, 2007 will be held until our systems are available Monday January 22nd for processing.</p> <p>* Online enrollment is not provided to customers in Japan.</p>
<p>Will I be able to add users to Passport Advantage Online (PAO) and submit contact updates?</p>	<p>The contact updates applications will appear to be fully functional from a user perspective. The confirmation page will include a message to the user notifying them that there will be a delay in processing the updated contact change. Contact updates submitted via PAO by the end user customer or via DSW Online by (internal IBMer) will be picked up by an agent and sent to Customer Fulfillment for processing once all applications become fully functional on January 22, 2007.</p>