

How to order Avaya Communication Manager ?

In order to assure a smooth Order Process for Avaya Communication Manager products we need to provide a lot of information to Avaya. We hereby give you an overview of all data we need to receive from you in order to place the order at Avaya following the Avaya order Policy. If one of the requested details is not mentioned on your order, we will not be able to process your order. We therefore ask you to have a detailed look at the below list and ask you to make sure your PO provides all the necessary data.

1. Purchase Order

- System Generated Purchase Order

2. Invoice Info

For the invoice we need the following information :

- Reseller Name / Street and number / Zip Code / City / VAT number
- Reseller Avaya GAI code

3. Delivery address

- Delivery address name / Street and number / Zip Code / City
- In case of Express Delivery : Delivery address contact name / contact phone number

4. Enduser info

- Enduser Name / Street and number / Zip Code / City / Country
- Enduser Code = FL code

5. Product information

- Partnumber
- Quantity
- Net pricing per product line

6. Support information (if applicable)

- Support Start and End date
- For existing contract co-termination: Avaya contract number
- Support can be ordered on a separate PO
- Do not put different SAP configs on one PO

7. Avaya information

- AVAYA ASD # (aka SAP number)
- AVAYA Special pricing agreement # (SBA, SOA)
- AVAYA EU PAC CODE for Verint® products
- AVAYA EU URN CODE for Verint® products

8. Payment terms

- Make sure that the payment terms mentioned on the PO are the ones agreed with Westcon - if they differ, your PO will be refused!

Help us place your order !

- Provide all the requested data on your PO
- Avoid long delays due to missing information
- Send your orders to : orders@westcon.be