

## Step-by-Step guide for Avaya IPO Partners

### 1A. E-mail your order to Order Entry Team at [orders@westcon.be](mailto:orders@westcon.be) with the following information:

- Item Number & Quantity
- PO number
- End User Information such as contact info, company name, address, postal code, city and country.
- Info on promotion or special pricing agreement, including Avaya SBR number if available.

### 2. When the Order Entry Team has processed your order you will receive an order confirmation with SO number and ship date.

### 3. Express Delivery / Part Delivery / Tracking Number

When in need for the above please send an e-mail to [orders@westcon.be](mailto:orders@westcon.be) or call +32-2-4016050

#### License Generation Procedure :

-After order has been placed at Westcon Order Entry Team and you have received the Westcon SO number

**A Please use new portal (<http://westcon.be/license>)**

**B Order Entry team will start generating License**

**C License will be e-mailed to the e-mail address you mentioned on the form**

**D Dongle Swap : send an e-mail to [order@westcon.be](mailto:order@westcon.be) with the following information**

- Old and new dongle number (make sure the new dongle number is empty)
- which licenses should be swapped from the old one
- old dongle must be returned to the address supplied by Westcon within 15 days
- Cost : 50 €

#### Order Entry Team

[orders@westcon.be](mailto:orders@westcon.be)  
T +32 2 401 60 50  
For all order related issues: placing an order, availability, shipping info etc.

#### Sales Team

[sales@westcon.be](mailto:sales@westcon.be)  
T +32 2 401 60 50  
- Design, quoting.

#### Westcon Convergence

Medialaan 28 b  
BE- 1800, Vilvoorde  
Belgium  
T +32 2 401 60 50

W [www.westcon.be](http://www.westcon.be)

#### Next Day Delivery/Express Delivery / Part Delivery/Tracking :

when in need of these services, mail to [orders@westcon.be](mailto:orders@westcon.be)