

SAAS Backup- User Addition



SaaS Backup

Scenario

Customers can now add new users to their existing SAAS backup contract without the need to renegotiate a new contract.

Process

Customers must follow the below steps to add users to their SAAS Backup subscription contract:

- 1. <u>A co-term order</u> must be placed for the additional number of SAAS Backup users.
- 2. <u>Proof of Purchase (POP)</u> (mandatory) must be provided and <u>the Service Contract Number</u> of the existing contract is the only form of POP accepted.
- 3. The Co-term end-date must correspond with the existing contract (POP) end-date. The unit price of the co-term must match the existing contract.
- 4. The Following co-term criteria are required and MUST match the original service contract:
 - a. End User
 - b. Bill to
 - c. Unit price
 - d. End date
 - e. Product
- 5. A Provisioning form must be provided with the Co-term order.
- 6. User addition orders submitted <u>prior</u> to 90 days of renewal of the parent contract will be merged and renewed with the parent contract.
- 7. User addition orders submitted <u>within</u> o-90 days of renewal of the parent contract will be renewed separately and merging with parent contract will take place at the next renewal.

Webform Order Submission

The below fields on the Webform remain unchanged. Update details accordingly for co-termed SaaS Backup orders.

- 1. Order Information
- 2. Name, Address and Contact Information

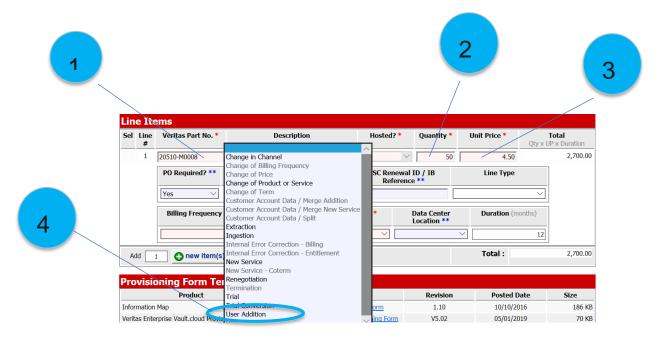
Order Information			
Bill To Name :			
P.O. Number :	P.O. Date :	Contract #:	
Order Sent Date :	Order Sent Time :		
Deal Approval ID :	Deal Note:	Quote ID :	

Name, Address and Contact Information			
End User (Entitlement Owner)	Reseller	Ship To	
Company Name :	Company Name :	Company Name :	
Contact Person :	Contact Person :	Contact Person :	
Address :	Address :	Address :	
City:	City:	City:	
State/Province :	State/Province:	State/Province :	
Postal Code :	Postal Code :	Postal Code :	
Country:	Country:	Country:	
Email Address :	Email Address :	Email Address :	
Phone Number :	Phone Number :	Phone Number :	

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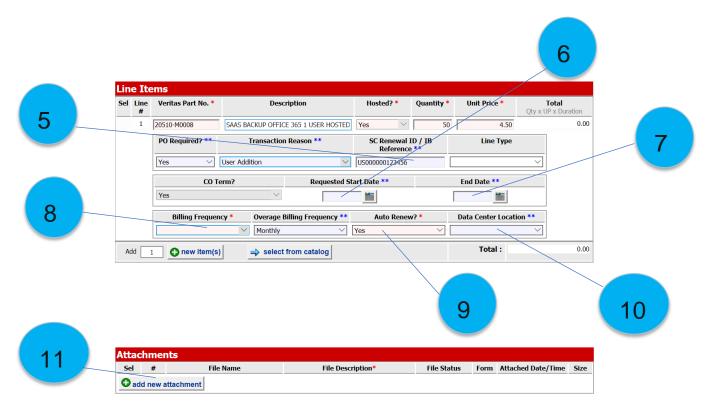
Line Level details to update:

- 1. Part Number: Enter SaaS Back-up SKU. Must match to SKU on POP/Parent Service Contract
- 2. Quantity: Enter Additional Qty only
- 3. Unit Price: Must match to the unit price on POP/Parent Service Contract
- 4. Transaction Reason: Select 'User Addition'



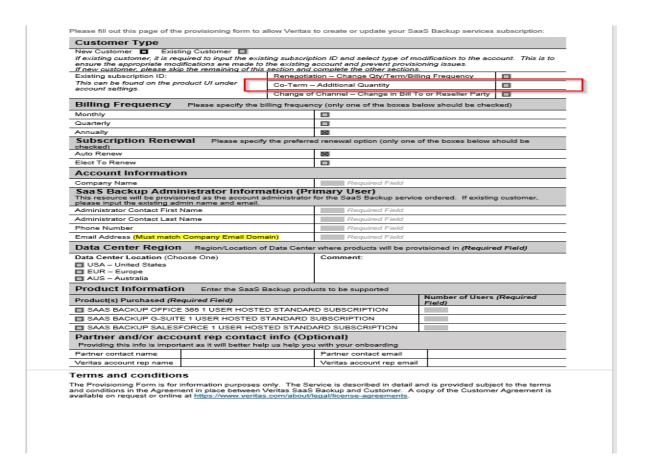
- 5. SC Renewal ID/ IB Reference: POP/Parent SC Number (i.e. Current Active service contract number to which users are needed to be added)
- 6. Request Start Date: PO Date (which will later be changed to contract active date once the service contract is created)
- 7. End Date: Must match to end date of POP/Parent Service Contract
- 8. Billing Frequency: As per PO (Monthly/Quarterly/Annually)
- 9. Auto-Renew: Yes/No
- 10. Data Center Location: Select as per POP/Parent Service Contract
- 11. Add New Attachment: Attach Completed SaaS Back-up Provisioning Form

Submit order once the required fields are updated



Provisioning Form

A provisioning form **MUST** be provided with the order for additional SAAS Backup users. To add additional users, please select **'Co-Term – Additional Quantity'** on the form.



Further Information

For further information on the process, please contact your Operations Success Manager.