



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. A co-term order must be placed for the additional number of SAAS Backup users.
2. Proof of Purchase (POP) (mandatory) must be provided and the Service Contract Number 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 prior to go days of renewal of the parent contract will be merged and renewed with the parent contract.
7. User addition orders submitted within 0-go 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 :

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'

The screenshot shows a 'Line Items' table with the following data:

Sel	Line #	Veritas Part No. *	Description	Hosted? *	Quantity *	Unit Price *	Total
	1	20510-M0008	Change in Channel		50	4.50	2,700.00

Callout 1 points to the 'Veritas Part No.' field. Callout 2 points to the 'Quantity' field. Callout 3 points to the 'Unit Price' field. Callout 4 points to the 'User Addition' option in the 'Transaction Reason' dropdown menu.

The dropdown menu for 'Transaction Reason' includes the following options:

- Change in Channel
- Change of Billing Frequency
- Change of Price
- Change of Product or Service
- Change of Term
- Customer Account Data / Merge Addition
- Customer Account Data / Merge New Service
- Customer Account Data / Split
- Extraction
- Ingestion
- Internal Error Correction - Billing
- Internal Error Correction - Entitlement
- New Service
- New Service - Coterm
- Renegotiation
- Termination
- Trial
- Total Conversion
- 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

The screenshot shows two main sections: 'Line Items' and 'Attachments'.

Line Items Section:

Sel	Line #	Veritas Part No. *	Description	Hosted? *	Quantity *	Unit Price *	Total
	1	20510-M0008	SAAS BACKUP OFFICE 365 1 USER HOSTED	Yes	50	4.50	0.00

Below the table are several configuration fields:

- PO Required? ****: Yes
- Transaction Reason ****: User Addition
- SC Renewal ID / IB Reference ****: US000000123456
- Line Type**: (empty)
- CO Term?**: Yes
- Requested Start Date ****: (calendar icon)
- End Date ****: (calendar icon)
- Billing Frequency ***: (empty)
- Overage Billing Frequency ****: Monthly
- Auto Renew? ***: Yes
- Data Center Location ****: (empty)

At the bottom of the 'Line Items' section, there is a 'Total : 0.00' and a '+ new item(s)' button.

Attachments Section:

Sel	#	File Name	File Description *	File Status	Form	Attached Date/Time	Size
+ add new attachment							

Blue circles with numbers 5 through 11 point to the following fields:

- 5: Veritas Part No.
- 6: Requested Start Date
- 7: End Date
- 8: Billing Frequency
- 9: Auto Renew?
- 10: Data Center Location
- 11: + add new attachment

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.

Please fill out this page of the provisioning form to allow Veritas to create or update your SaaS Backup services subscription:

Customer Type	
New Customer <input type="checkbox"/>	Existing Customer <input type="checkbox"/>
<i>If existing customer, it is required to input the existing subscription ID and select type of modification to the account. This is to ensure the appropriate modifications are made to the existing account and prevent provisioning issues. If new customer, please skip the remaining of this section and complete the other sections.</i>	
Existing subscription ID: <i>This can be found on the product UI under account settings.</i>	<input type="checkbox"/> Renegotiation – Change Qty/Term/Billing Frequency
	<input checked="" type="checkbox"/> Co-Term – Additional Quantity
	<input type="checkbox"/> Change of Channel – Change in Bill To or Reseller Party
Billing Frequency	
Please specify the billing frequency (only one of the boxes below should be checked)	
Monthly	<input type="checkbox"/>
Quarterly	<input type="checkbox"/>
Annually	<input checked="" type="checkbox"/>
Subscription Renewal	
Please specify the preferred renewal option (only one of the boxes below should be checked)	
Auto Renew	<input checked="" type="checkbox"/>
Elect To Renew	<input type="checkbox"/>
Account Information	
Company Name	<input type="text"/> Required Field
SaaS Backup Administrator Information (Primary User)	
<i>This resource will be provisioned as the account administrator for the SaaS Backup service ordered. If existing customer, please input the existing admin name and email.</i>	
Administrator Contact First Name	<input type="text"/> Required Field
Administrator Contact Last Name	<input type="text"/> Required Field
Phone Number	<input type="text"/> Required Field
Email Address (Must match Company Email Domain)	<input type="text"/> Required Field
Data Center Region	
Region/Location of Data Center where products will be provisioned in (Required Field)	
Data Center Location (Choose One)	Comment:
<input type="checkbox"/> USA – United States	
<input type="checkbox"/> EUR – Europe	
<input type="checkbox"/> AUS – Australia	
Product Information	
Enter the SaaS Backup products to be supported	
Product(s) Purchased (Required Field)	Number of Users (Required Field)
<input type="checkbox"/> SAAS BACKUP OFFICE 365 1 USER HOSTED STANDARD SUBSCRIPTION	<input type="text"/>
<input type="checkbox"/> SAAS BACKUP G-SUITE 1 USER HOSTED STANDARD SUBSCRIPTION	<input type="text"/>
<input type="checkbox"/> SAAS BACKUP SALESFORCE 1 USER HOSTED STANDARD SUBSCRIPTION	<input type="text"/>
Partner and/or account rep contact info (Optional)	
Providing this info is important as it will better help us help you with your onboarding	
Partner contact name	Partner contact email
Veritas account rep name	Veritas account rep email
Terms and conditions	
The Provisioning Form is for information purposes only. The Service is described in detail and is provided subject to the terms and conditions in the Agreement in place between Veritas SaaS Backup and Customer. A copy of the Customer Agreement is available on request or online at https://www.veritas.com/about/legal/license-agreements .	

Further Information

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