



The Power of We™

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The Avaya Parts Replacement  
Enhancement Initiative

*Making it easier to do business with Avaya*

Anticipated go live date: **May 2016**

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# Avaya Parts Replacement Web Enhancements

## *Ease of Doing Business Improvements*

▶ Your recent open service requests

▶ Pending Returns

▶ Status

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Latest News [patible web browser.](#) You can now Video with one of our Live Agents through Ask Ava. Please click [here](#) for t [Next >](#)

MY PRODUCTS ADD | REMOVE

- G860 Media Gateway, 2.1.x
- Ethernet Routing Switch 8800, 8600, 7.2.x
- Business Communications Manager 50 (... 6.0)

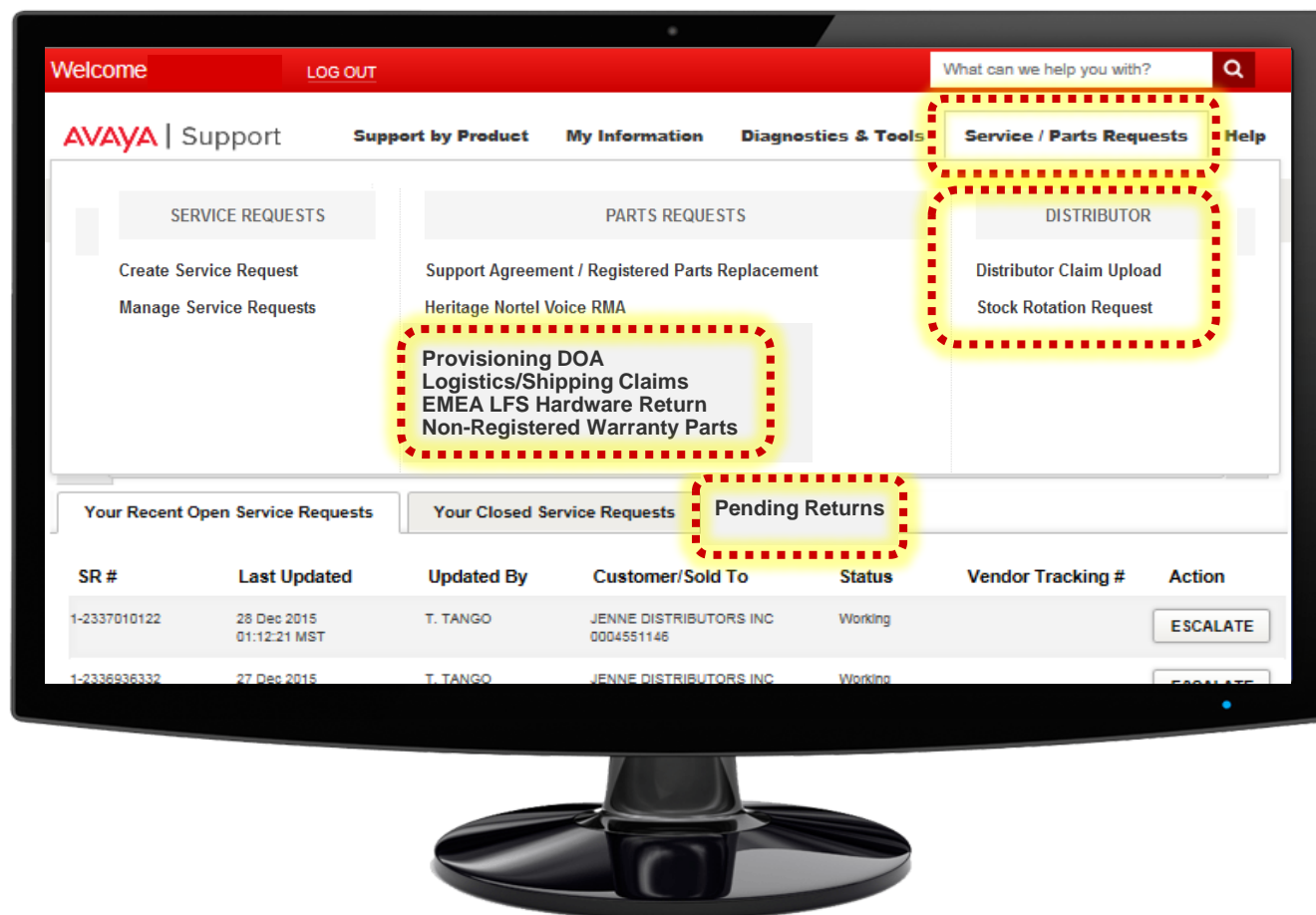
**Your Recent Open Service Requests** Your Closed Service Requests Pending Returns

SR #	Last Updated	Updated By	Customer/Sold To	Status	Vendor Tracking #	Action
1-2337010122	28 Dec 2015 01:12:21 MST	T. TANGO	JENNE DISTRIBUTORS INC 0004551146	Working		ESCALATE
1-2336936332	27 Dec 2015 19:41:01 MST	T. TANGO	JENNE DISTRIBUTORS INC 0004551146	Working		ESCALATE
1-2335418752	22 Dec 2015	T. TANGO	Weston Inc	Working		

# Avaya Parts Replacement Web Enhancements

## *All new features on the Service/Parts Requests tab*

### New Features



▶ New Parts Request provides specific options to better process work orders:

- Service Agreement Claims
- Warranty Claims
- Provisioning Claims
- Distributor Claims

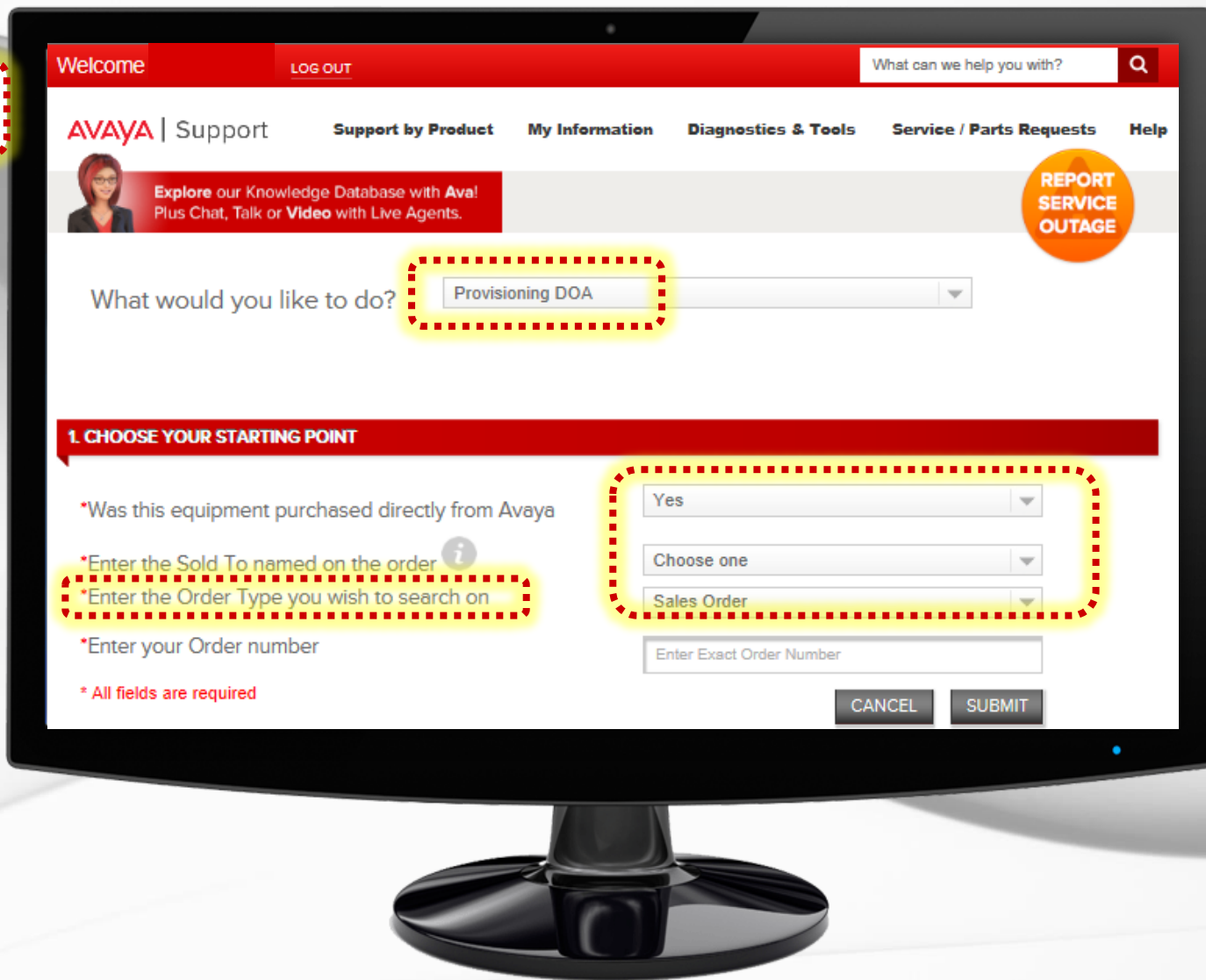
- ▶ Initiate returns
- ▶ Review requests
- ▶ Check return status
- ▶ Return Receipt Confirmations
- ▶ Provide Serial Numbers (where required) and Field Failure Reasons

# Avaya Parts Replacement Web Enhancements

## *New Provisioning DOA features*

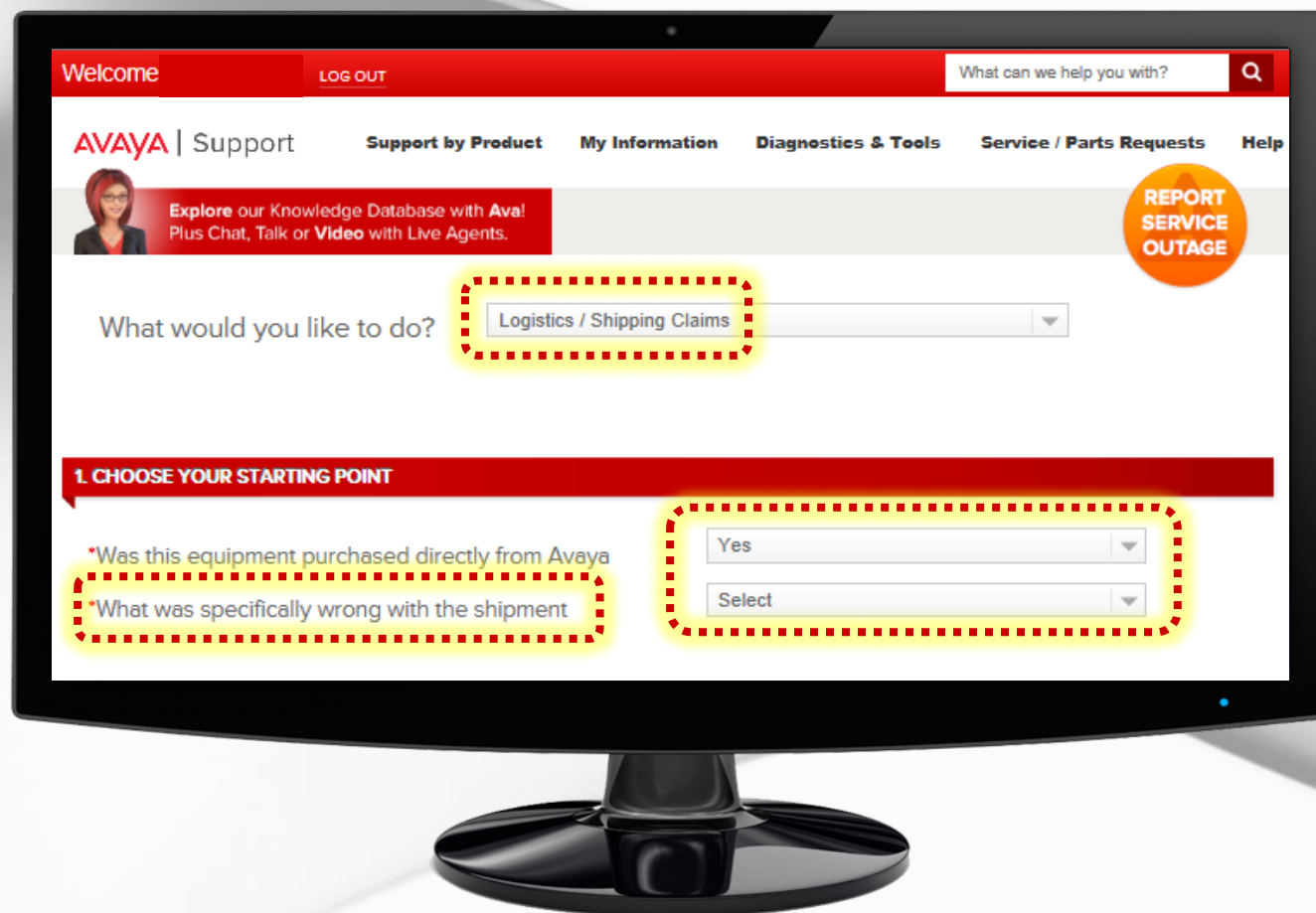
### New Features

- ▶ On-line Provisioning DOA request processing
- ▶ Improved Asset searches (by Purchase Order or Sales Order)



# Avaya Parts Replacement Web Enhancements

## *New Logistics and Shipping Claims features*



### New Features

- ▶ On-line Logistics and Shipping claims
- ▶ Photos can be added to request records for Damaged Shipments
- ▶ Faster transaction processing
- ▶ Under-shipments, Over-shipments, Damaged shipment and Wrong shipment requests now available on-line

# Avaya Parts Replacement Web Enhancements

## *New Non-registered Warranty Parts features*

### New Features

- ▶ Search by Sales Order
- ▶ Search by Purchase Order
- ▶ Attach Proof of Purchase to record (if equipment not purchased directly from Avaya)

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REPORT SERVICE OUTAGE

What would you like to do?

### 1. CHOOSE YOUR STARTING POINT

\*Was this equipment purchased directly from Avaya

\*Enter the Sold To named on the order

\*Enter the Order Type you wish to search on

\*Enter your Order number

\* All fields are required

# Resources

- ▶ <https://support.avaya.com>
- ▶ [Avaya Support Website information](#) on the sales and partner portals (BP accessible only)
- ▶ [Avaya Web Based Parts Fulfillment](#) fact sheet (BP accessible only)
- ▶ Avaya Parts Replacement FAQ (coming soon)

**AVAYA**

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