



## User Guide

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# « SA Renewal Mailing » User Guide

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## INTRODUCTION

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The new “SA renewal mailing” service provides a pro-active mailing campaign tool to help ALE Partners to renew their Software Assurance for OXO Connect support services at the time of their ending.

The benefits for the recipients of the mail (Indirect Reseller or Direct Reseller) are to:

- Be able to plan their SA renewal programs in their organization (defined dates, receiver names defined, ...)
- Optimize their renewal activities (defined list of SA for OXO connect systems with SA services expiring within the 3 months, ...)

and to focus on the End-customer commercial reengagement.

For the Distributor specifically, the benefit is to get rid of the renewal of the SA services (ALE do the mailing on behalf of the distributor). It requires to delegate upfront the OXO CONNECT system to the Indirect Reseller, then Indirect Reseller is able to manage on their own the “SA Renewal Mailing” service.

The new ALE ecom platform used to initialize the “SA Renewal Mailing” service for an OXO CONNECT system is “MyPortal”. When it is done, no need to take care anymore.

## DISTRIBUTOR: SUBSCRIPTION TO THE SA RENEWAL MAILING

### 1. Delegate an OXO Connect system to his Indirect Reseller (if not done)

Connect to eBay:

<https://ebuy.businesspartner.al-enterprise.com/licensing/hardwaresupport/newordersregistrationform.aspx>

and select your PO reference or ALE order Number:

Alcatel-Lucent Enterprise

Home | Profile | Support | Log Out

Welcome MICHEL SPEISSER - KOMSA AG - Private market OmniData EUR

Presales tool box | Catalog | Shopping Carts | Orders management | e-Licensing Services | Services | General informations

eBuy New Shopping Cart New Extra Discount Request

### My Registrations

☒ CPU Registration
 ☒ FleetRef/InstallID Registration
 ☐ FleetRef/InstallID Modification

- Use this screen to register the new CPU ID and get the keys.

#### Generate software keys for your order

- Verify order's information
- Enter the CPU ID and press the 'Submit' button to get the keys

|                              |                                                                 |
|------------------------------|-----------------------------------------------------------------|
| ALE order number             | 0003719154 <a href="#">Click here to get the order details.</a> |
| Your PO                      | 232100015013                                                    |
| ACTIS Number                 |                                                                 |
| Applicant                    | 0000069226                                                      |
| Date                         | 09/29/2021 12:45:30 PM                                          |
| Product Line                 | OXO Connect / OmniPCX Office                                    |
| CPU ID                       | <input type="text"/>                                            |
| Indirect Reseller Delegation | Company ID <input type="text"/>                                 |

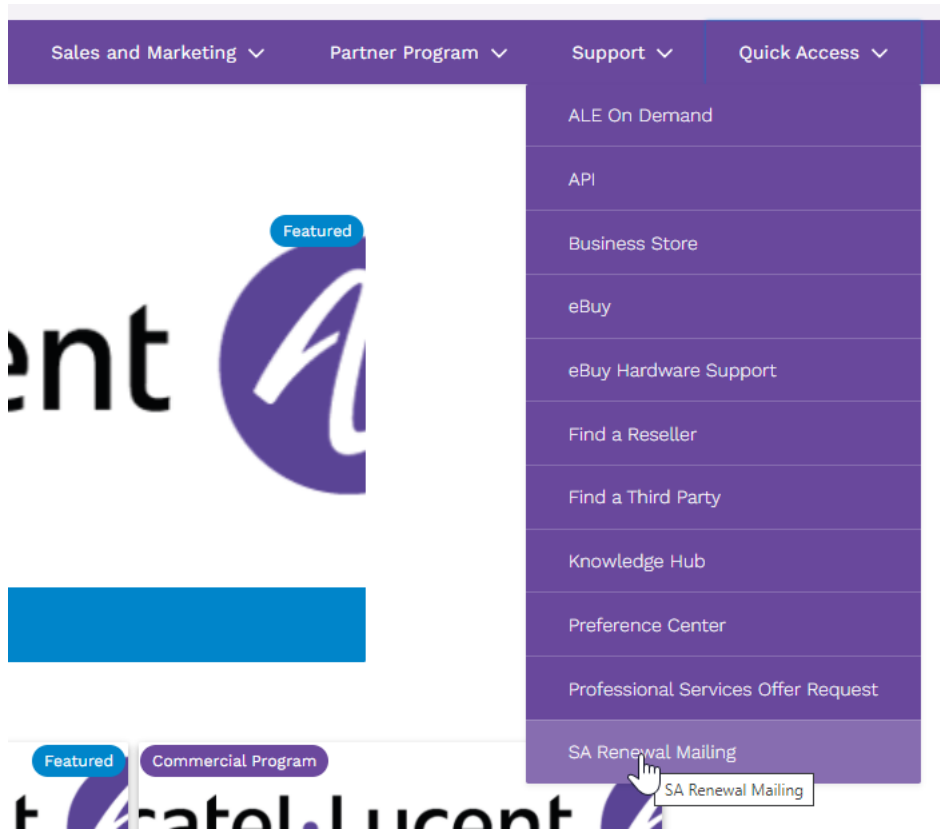
For more details on IR delegation process, connect to MyPortal:

<https://al-enterprise.lightning.force.com/a4F5I000000YP9IUAG>

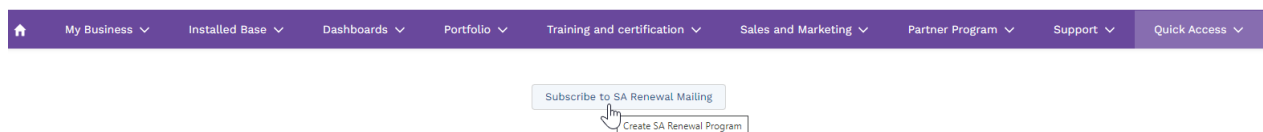
### 2. Activate SA renewal mailing service

Connect to your MyPortal on <http://myportal.al-enterprise.com/> and log in with your usual credentials within ALE ecosystem (e.g. the same credentials as you are using for other ALE websites such as the BP Website).

- In the Menu “Quick Access”, select the “SA Renewal mailing” menu.



- Click on the Button “Subscribe to SA Renewal mailing”



- Select the Default Language (the mails received by the IR will use this language)
- Fill-in the Distributor Contact email addresses: Up to 3 email addresses can be set. These contacts will receive the mail sent to each IR (which includes the list of CPU) and a mail which includes the list of CPU without a IR contact.

- Fill-In your Email Signature.

The screenshot shows a web form titled "Service Agreement Renewal Program". It contains several fields and a rich text editor:

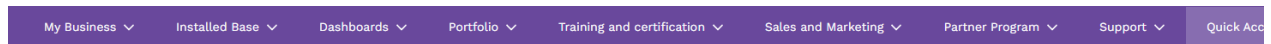
- \* Default Language:** A dropdown menu currently showing "--None--".
- Automatic SA Renewal mailing:** A checkbox that is checked.
- \* Email 1:** An empty text input field.
- Email 2:** An empty text input field.
- Email 3:** An empty text input field.
- Last mailing date:** An empty date input field with a calendar icon on the right.
- Full Qualified Mail:** An empty text input field.
- Mail to send:** An empty text input field.
- Email Signature:** A rich text editor with a toolbar showing options for font (Salesforce Sans), size (12), color (black), bold (B), italic (I), underline (U), strikethrough (ABC), bulleted list, numbered list, indent, outdent, link, unlink, and image. Below the toolbar is a large empty text area for the signature.

At the bottom right of the form are two buttons: "Cancel" and "Save".

- Click "Save".

Set your next mailing date:

- Click Edit



The screenshot shows a configuration card for "SA-00659". It has a header with a megaphone icon and the ID "SA-00659". In the top right corner is an "Edit" button with a hand cursor icon. The card contains several fields, each with an edit icon (pencil) on the right:

- Name:** SA-00659
- Default Language:** EN
- Automatic SA Renewal mailing:** A checkbox that is checked.
- Last mailing date:** An empty date input field.
- Next mailing date:** An empty date input field.
- SA Renewal Contact mails:** xxx@xxx.com
- Mail to send:** An empty text input field.
- Full Qualified Mail:** An empty text input field.
- Email Signature:** An empty text input field.


- Set your next Mailing Date:

Service Agreement Renewal Program

\* SA Name SA-00659

Automatic SA Renewal mailing ☒

Default Language EN

Next mailing date  September 30, 2021

\* Email 1 xxx@xxx.com

Email 2

Email 3

Last mailing date

Mail to send

Full Qualified Mail

Email Signature

September 2021

Sun Mon Tue Wed Thu Fri Sat

29 30 31 1 2 3 4

5 6 7 8 9 10 11

12 13 14 15 16 17 18


19 20 21 22 23 24 25

26 27 28 29 30 1 2

clear selected date

Cancel Save

- Click Save


 SA-00659 [Edit](#)

Name: SA-00659

Default Language: EN

Automatic SA Renewal mailing ☒

Last mailing date

Next mailing date  September 30, 2021

SA Renewal Contact mails xxx@xxx.com

Mail to send 1

Full Qualified Mail 0

Email Signature

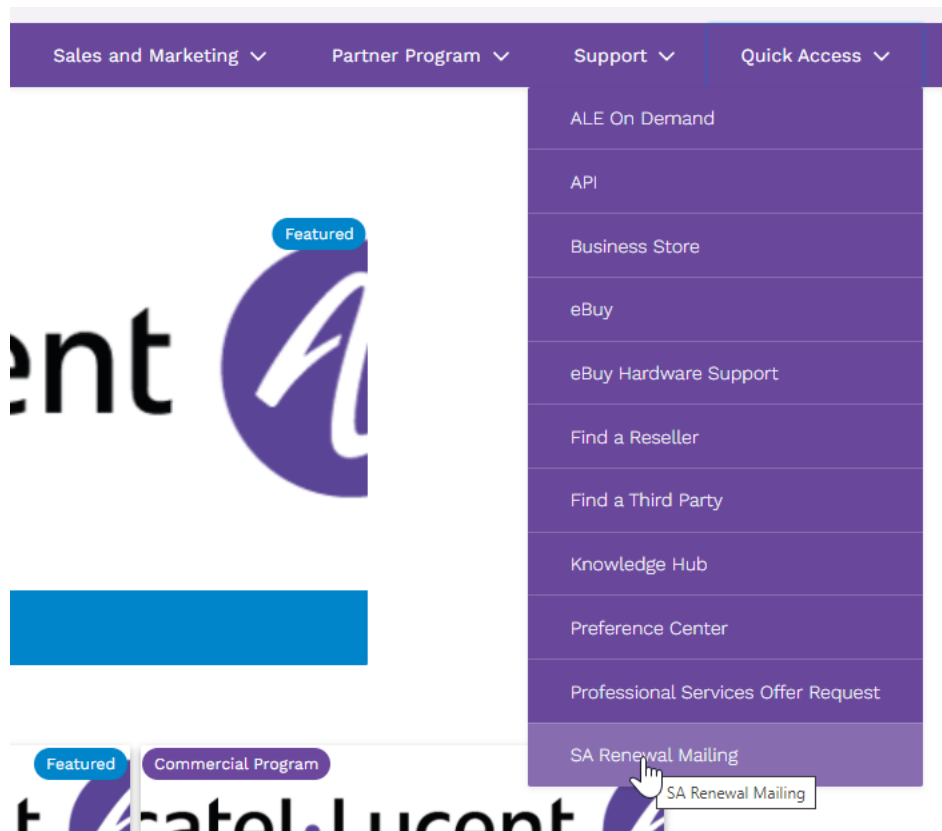
From here, the IR who subscribes to the service will receive the list of the Contract to renew by mail every 3 months.

At any time, the Distributor can modify the contact mail, Next mailing date or disable the Automatic Mailing campaign by clicking the button “Edit”

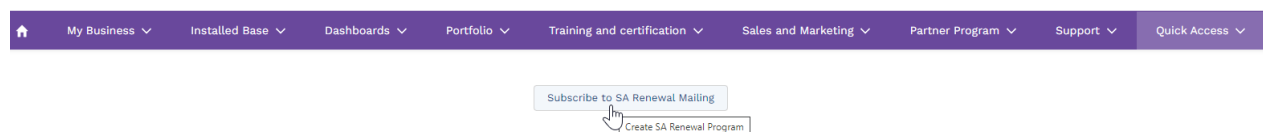
## DIRECT RESELLER: SUBSCRIPTION TO THE SA RENEWAL MAILING

Connect to your MyPortal on <http://myportal.al-enterprise.com/> and log in with your usual credentials within ALE ecosystem (e.g. the same credentials as you are using for other ALE websites such as the BP Website).

- In the Menu “Quick Access”, select the “SA Renewal mailing” menu.



- Click on the Button “Subscribe to SA Renewal mailing”





- Select the Default Language.
- Fill-in the Distributor Contact email addresses: Up to 3 email addresses can be set.
- Fill-In your Email Signature.

The screenshot shows a web form titled "Service Agreement Renewal Program". It contains several fields for configuration:

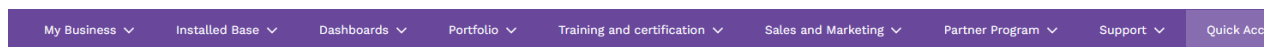
- \* Default Language:** A dropdown menu currently set to "--None--".
- Automatic SA Renewal mailing:** A checkbox that is checked.
- \* Email 1, Email 2, Email 3:** Three empty text input fields for distributor contact email addresses.
- Last mailing date:** An empty date input field.
- Full Qualified Mail:** A label for the email signature field.
- Mail to send:** A label for the email signature field.
- Email Signature:** A rich text editor with a toolbar (font, size, bold, italic, underline, link, unlink, list, indent, outdent, undo, redo) and an empty text area for the signature.

At the bottom right of the form are "Cancel" and "Save" buttons.

- Click "Save".

Set your next mailing date:

- Click Edit



The screenshot shows a configuration page for a specific Service Agreement (SA-00659). At the top left is an orange icon with a white arrow and the text "SA-00659". At the top right is a blue "Edit" button with a hand cursor icon. Below these are several fields arranged in two columns:

- Name:** SA-00659
- Default Language:** EN
- Automatic SA Renewal mailing:** A checked checkbox.
- Last mailing date:** An empty date input field.
- Next mailing date:** An empty date input field with a help icon.
- SA Renewal Contact mails:** xxx@xxx.com
- Mail to send:** An empty text input field.
- Full Qualified Mail:** An empty text input field.
- Email Signature:** An empty text input field.

Each field has a small edit icon (pencil) to its right.

- Set your next Mailing Date:

Service Agreement Renewal Program

\* SA Name

Automatic SA Renewal mailing

Default Language

Next mailing date ⓘ

\* Email 1

Email 2

Email 3

Last mailing date

Mail to send

Full Qualified Mail

Email Signature

SA-00659

☒

EN

September 30, 2021

xxx@xxx.com

Salesforce Sans 12

September 2021

| Sun | Mon | Tue | Wed | Thu | Fri | Sat |
|-----|-----|-----|-----|-----|-----|-----|
| 29  | 30  | 31  | 1   | 2   | 3   | 4   |
| 5   | 6   | 7   | 8   | 9   | 10  | 11  |
| 12  | 13  | 14  | 15  | 16  | 17  | 18  |
| 19  | 20  | 21  | 22  | 23  | 24  | 25  |
| 26  | 27  | 28  | 29  | 30  | 1   | 2   |

clear selected date

Cancel Save

- Click Save

SA-00659

Edit

Name: SA-00659

Default Language: EN

Automatic SA Renewal mailing ☒

Last mailing date

Next mailing date ⓘ September 30, 2021

SA Renewal Contact mails xxx@xxx.com

Mail to send 1

Full Qualified Mail 0

Email Signature

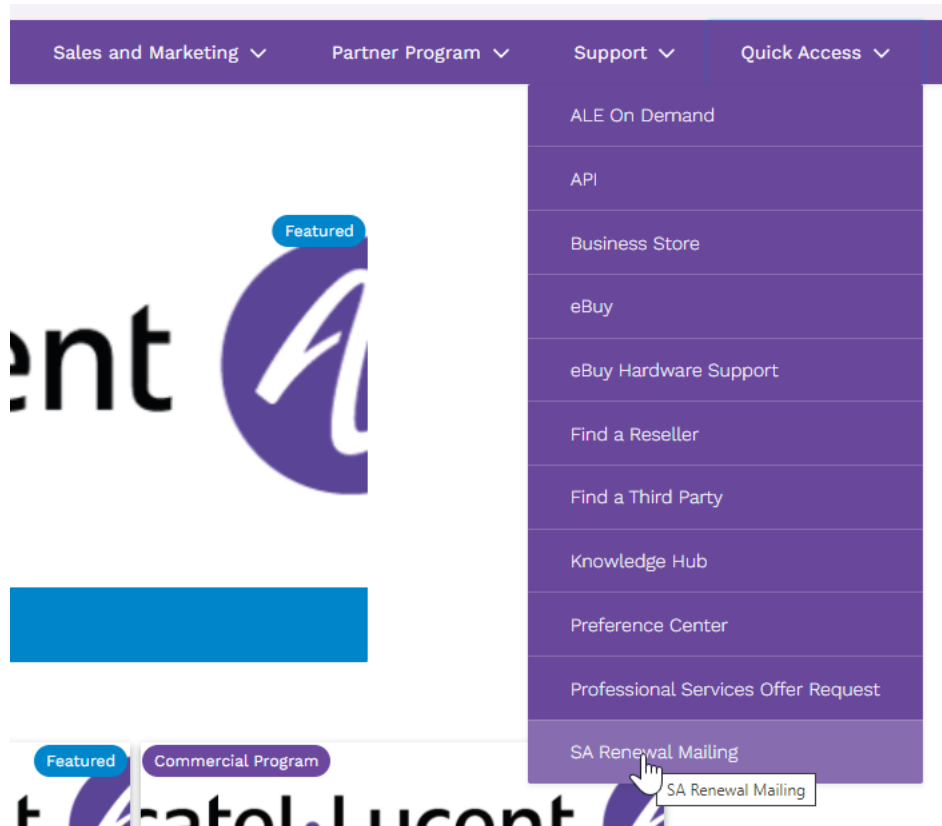
From here, The Direct Reseller will receive the list of the Contract to renew by mail every 3 months.

At any time, the Direct Reseller can modify the contact mail, Next mailing date or disable the Automatic Mailing campaign by clicking the button “Edit”

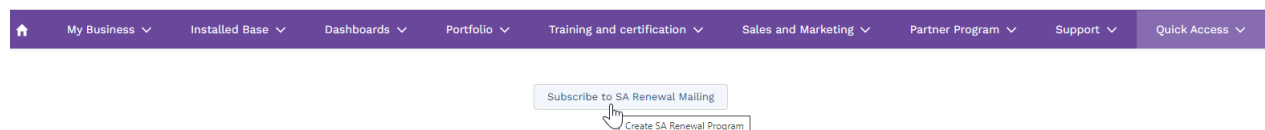
## INDIRECT RESELLER: SUBSCRIPTION TO THE SA RENEWAL MAILING

Connect to your MyPortal on <http://myportal.al-enterprise.com/> and log in with your usual credentials within ALE ecosystem (e.g. the same credentials as you are using for other ALE websites such as the BP Website).

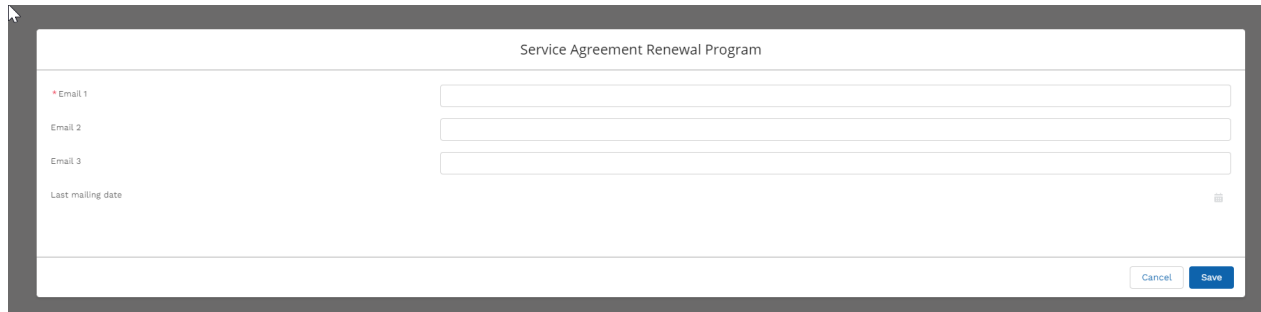
- In the Menu “Quick Access”, select the “SA Renewal mailing” menu.



- Click on the Button “Subscribe to SA Renewal mailing”



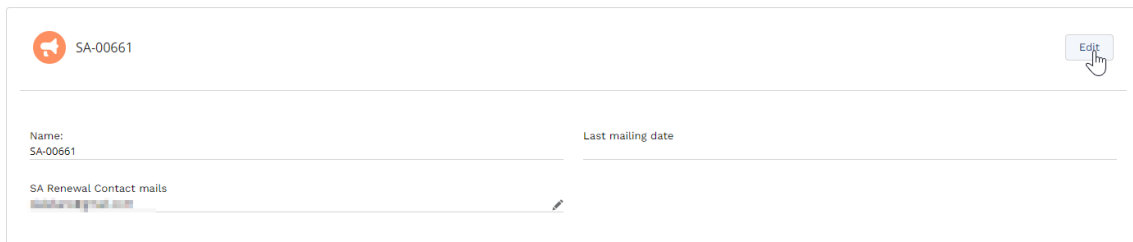
- Fill-in the IR Contact email addresses: Up to 3 email addresses can be set.



- Click Save

From here, the contact you entered will receive the list of the Contract to renew by mail every 3 months

At any time, the Indirect Reseller can modify the contact mail by clicking the button “Edit”



- End of the Document –

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