



# Avaya Phone Trade-Up Promotion

## Frequently Asked Questions

### What is the Objective of the Trade-Up Program?

The objective of the trade-up is to provide an extra incentive for customers to update old Avaya and non-Avaya devices to new devices.

### What's the benefit of trading-up?

Avaya research indicates Avaya's newest desktop devices will increase productivity and job satisfaction, improve customer service, and drive more team collaboration.

### What Devices can I trade up to?

Essential Experience:

- J139 IP Phone
- J169 IP Phone
- J179 IP Phone

Vantage™ Experience:

- Avaya Vantage™ K165 device
- Avaya Vantage™ K175 device

Note that the Essential Experience J129 IP Phone is not included in this promotion.

### How much of a discount do I receive?

The discount level will vary depending on the region and also depends on the device traded up to, not the device being traded in.

### Can I combine this promotion with other Avaya promotions?

This Promotion may not be used in conjunction with any other Avaya promotion unless otherwise specified within the terms and conditions of this Promotion or another Avaya promotion. This promotion may be combined with Deal Registration (where available).

### What software/software release is needed on these phones?

Minimum release requirements:

- Avaya Aura customers must have Communication Manager 6.3 or later
- IP Office Customers must have Release 11.0 for SIP or Release 10.2 for H.323 (available with J169 and J179)

### What device can I Trade-In?

- All Avaya Digital and IP devices, regardless of sales or support status are eligible for the Trade-Up program. Avaya Analog devices are excluded.



- Non-Avaya and 3rd party IP Desk Phone devices are included. Non-Avaya digital and analog devices are excluded.

### **Where can I view or learn about these Devices I can trade-up to?**

Device portal pages:

- Essential Experience J-series devices: <https://sales.avaya.com/en/pss/j100-series-ip-deskphones>
- Avaya Vantage™ devices: <https://sales.avaya.com/en/pss/avaya-vantage>

### **Which of these devices can support Wi-Fi?**

Essential Experience J179 and Avaya Vantage™ support WiFi connectivity.

### **What's the availability of this promotion?**

- The program will launch on July 2 for US and Canada.
- Orders must be placed by Sept 25 and Distributor sales must complete by Sept 30
- Customers will be allowed 120 days to return the phones to be traded-in

### **Who completes the Avaya Validation and who retrieves the old phones?**

- Trade-in Documentation is to be completed by customer / partner
- This must be provided as part of the Avaya One Source quoting process
- Avaya has the right to contact the customer to retrieve the existing phones for disposal and/or recycling (Customers may be shipped boxes and mailing labels to return the phones)
- Returned phones will be disposed of in an environmentally sustainable way.

### **What is the minimum/maximum order quantities?**

- There are no minimum or maximum order quantities
- The quantities of phones purchased with this promotion cannot exceed the number of phones traded in.

### **What other items do I need to know?**

- Promotion discounts are not applicable to accessories – but do apply to Avaya Vantage optional handsets
- The quantities of phones purchased with this promotion cannot exceed the number of phones traded in.

### **How do I create a quote or order?**

- Create a quote/design as normal with appropriate and eligible material codes

- Process the quote through the Automated Discount Tool in Avaya One Source Configurator, applying the appropriate promotion code (please refer to the offer definition document for the appropriate promotion codes.)
  - a) Select Apply Promotion/Program.
  - b) Once redirected to the A1S Automated Discounts page, enable the radio button for the L2G – CM4 & below discount. Click Apply Selected. Your quote will now be in **'Pending Approval'** status
  - c) Select Request Promo Approval.
  - d) Once redirected to the QRN Summary page, add the following customer specific information in the Business Justification field:
    - i) End Customer Name and
    - ii) Also upload a completed Trade Up addendum to the submission (see Having an Avaya Vantage on your employee or retail desktops makes a strong statement that your business is ready for the future.e offer definition). It collects the following information:
      - (1) Customer name and contact information
      - (2) Approximate quantity, make and model
      - (3) Contact person for recycling
      - (4) Expected date of installation and material retrieval.
  - e) Save & Submit
    - Avaya will use reasonable efforts to review your request and target approval/rejection within 2 business days.
  - f) If approved, an approval email will automatically be sent to the requestor once it is processed by the approver.
    - If approved, order the quote as normal
    - New quotes and quote modifications for this promotion can be made up to and including end date as on the front page of this offer definition but will require

The screenshot shows the Avaya One Source Configurator interface. At the top, it displays 'AVAYA One Sou'. Below this, the quote details are shown: 'Quote: AMX0652099' and 'Status: PENDING APPROVAL'. A vertical red bar is on the left side of the menu. The menu items are: 'Quote Summary', 'End Customer', 'Apply Promotion/Program' (circled in blue), 'Apply Other Discounts', 'Request Promo Approval' (circled in blue), 'Create Custom Prices', 'Attach to Opportunity', and 'Quote Notes'.

## What is the Trade-up Promo Addendum?

The contact information gathered in the addendum is provided to Avaya GSO, and is then used for the 3rd party global recycler. If devices are to be picked up from multiple locations this must be stated in the addendum.

Information to complete the Addendum must be provided by the customer and includes contact info for device pickup, and information about the devices being traded in.

- Customer name and contact information
- Contact person for recycling
- Quantity, make, and model of the phones being traded in
- Expected date of installation and material retrieval.

## How do I get the Trade-up Addendum?

The Trade-Up Promo Addendum document is a separate document (Microsoft Excel file) that is available for download from the promotion portal page on the Avaya Sales and Partner portal.

The person that is doing the quote needs to have this completed and upload it during the quote process.

- If a partner does the quote, they need to complete download, complete, and upload the document.
- If the distributor does the quote they will need to work with the partner to have the form completed.



### **What platform is applicable to this promotion?**

- Devices purchased through the Trade-Up promo can be used with any Avaya Platform such as Avaya Aura, IP Office, or Avaya Cloud solutions (the appropriate software release level will be required.)

### **How can partners of Avaya participate in this promotion?**

Please see complete terms and conditions contained in the offer definition document. Avaya partners can use the Avaya One Source quotation process with the appropriate promotion codes to participate in this promotion.

The Avaya Partner must place a single Purchase Order on their distributor for all material codes included in the approved quote, upon which the promotional discount has been authorized. The distributor must execute product shipment, invoicing all claim details, including mandatory materials, with invoice dates that are on or before the promotion claim by date. Any invoice submitted, but not completed by the promotion claim by date, will be viewed as a non-compliant purchase order and should be rejected by the distributor. Distributor claims received after the last promotion claim by date reporting period will be rejected by Avaya.

It is Partner's responsibility to ensure all products purchased under this Promotion are resold to End Users within the Territory in which Partner is authorized by Avaya to resell Products. It is Partner's responsibility to ensure no Products sold under this Promotion are resold to unauthorized resellers and/or intermediaries. Breach of this condition shall be considered material.

### **Who should I contact if I have any questions?**

You can send an e-mail to [devicesales@avaya.com](mailto:devicesales@avaya.com) for any technical questions or call 1-866-GO-AVAYA for program-related questions.

### **Is Avaya providing any tools to help communicate this offer?**

Avaya Sales and Partners can use the internal promotion page at

<https://sales.avaya.com/en/general/phone-trade-up>

Customizable campaign materials are also available to Avaya partners at

<https://my.zift123.com/#/campaigns/browse/ff8081816385b31401638a175f9e45f4>