



Global Field Operations SMS3 Release Updates



September 28, 2009

Key SMS3 October Release Capabilities

The October 2009 Release adds ten enhancements and fixes to SCC for Indirect Resellers and Distributors (SMS3)

Enhancements

The following upgrades have been applied to SCC for Indirect Resellers and Distributors (SMS3):

- You can select and **make changes to products and sites across multiple pages**. Changes will automatically be saved.
- SMS3 now accepts all active product instances, including **duplicate serial numbers** due to previously softlined and refurbished products.
- **Service level changes** are now allowed during renewal without contract access (Takeovers).
- SMS3 automatically **synchronizes the coverage dates of minor lines** to align with their major lines when the majors have been modified.
- Distributors will now be able to select their **Enterprise SKU rounding preference** in SMS3.

Please see next slide for more upgrades.

Key SMS3 October Release Capabilities

The October 2009 Release adds enhancements to SCC for Indirect Resellers and Distributors (SMS3)

Enhancements

The following have been applied to SCC for Indirect Resellers and Distributors (SMS3):

- This release **speeds up the quoting process** by allowing you to see and enter reseller Bill-to IDs and/or customer Install Site IDs while creating quotes, making it unnecessary to enter the complete address.
- You can now find your most frequently-used reseller or Install Site entries faster, **significantly improving the overall time to create quotes**.
- An upgraded search function makes it easier to choose the appropriate reseller or customer to add to the quote, **minimizing quote conversion failures**.
- You should see **clear performance improvements** in Quote Manager's response to search queries.

Performance Improvements

- Your search time for existing quote queries for existing quotes in Quote Manager will be significantly faster.
- The quoting process will speed up as you will be able to see and enter reseller Bill-to IDs and customer Install Site IDs while creating quotes.

SMS3

Features and Fixes

Quoting & Ordering

- You can select and make changes to products and sites across multiple pages. Changes will automatically be saved.
- Quote requests containing duplicate serial numbers will not trigger a quote rejection.
- You may change service levels when doing Takeovers.
- The coverage dates of minor lines will now align with their major lines when the majors are modified.
- Distributors may now select their rounding preference for Enterprise SKUs.

