

**Smarter technology for all**

# **ISG Deal Registration FAQ**

**Lenovo**

# Lenovo ISG Deal Registration

- Direct Access for Partners via LBPe platform
  - Access LBPe from the [Lenovo Partner Hub](#)
- Deal Registrations are Account Based
- Deal Registrations are approved by Lenovo EU Sales Reps
- Deal Registrations provide better pricing but not exclusivity

The screenshot displays the 'Lenovo BID PLATFORM' interface. On the left is a navigation sidebar with options like 'Create New Bid Request', 'My Bid Requests', 'Create Deal Registration', 'My Deal Registration', 'My Discount Codes', 'User Guide', and 'Login PAQ'. Below the navigation is a 'Disclaimer' section. The main content area is divided into three sections: 'Bid Request Information', 'End Customer Information', and 'Reseller Information'. Each section contains various input fields, dropdown menus, and search buttons.

**Lenovo** LENOVO BID PLATFORM

PCSD ISG

**Bid Request Information**

Bid Request Name:

Bid Sub Type:

Pricing Grid:

Country Of Bid Request:

Customer Reference:

**End Customer Information**

Name & Address Search:

or

ID Search:

**Reseller Information**

Reseller/ID:

Street:

City:

Postal Or Zip Code:

Country Of Bid Request:

Disclaimer: Prices are estimated buy prices and are for guidance purposes only and do not include local value added tax. If you are reseller buying from distribution your distributor sets their own prices which are likely to differ from those mentioned here. Contact your distributor to check prices and availability and for their terms and conditions.

The web browser supported for optimal performance of this tool is Chrome. Other browsers may cause unforeseen problems that are not tested or support by Lenovo.

# ISG Deal Reg (DR) Basics

- **ISG Deal Reg is account based**

- 1 Reseller and 1 Distributor hold the DR for the entire account
  - The named Reseller can change (but not add to) the named Distributor selection regardless of who created the DR (reseller or Disty)
- DR validity is six months
  - An extension can be requested one time and if approved, it is valid for an additional 30 days

- **Investment Review**

- This occurs when a second deal reg is submitted for an account that already has a deal reg
- The account team of the original (first) DR will need to approve another reseller to also hold a DR (dual deal reg)

- **ISG Product Selection**

- There is no need to select every ISG product category and it could slow down the approval process
- All ISG products will receive deal reg benefits even if not selected in the original submission

- **3<sup>rd</sup> party Deal Protection**

- If the DR creator selects all ISG Software Products in the form, it will include 3<sup>rd</sup> party software vendors that have their own Deal protection process..
  - Any DR that has Nutanix Software selected will automatically be sent to Nutanix for their review once the DR is approved by Lenovo
  - DR will show **Pending SAE** (SAE = Strategic Alliance Enablement) and be subject to a 48-72hr SLA
  - If you have a deal reg that incorrectly has Nutanix sw selected and you need the DR rejected, send a note to [isqlbp@lenovo.com](mailto:isqlbp@lenovo.com)

[Investment Review](#) will be next to the account instead of [Register Deal](#) when another DR already exists

Action	End Customer Name	Also Known As	ID
<a href="#">Investment Review</a>	Dummy account - Michael B Test Arena		1215515799

# ISG Deal Reg Timeline – Existing End Customer account

If an **existing** end customer account is selected, SLA is 0-3+ business days

- LBPe will evaluate the DR to see if eligible for auto-approval
  - If yes, DR is auto approved instantly
  - If no, DR will pass to Approver to review
    - Covered accounts will go to the assigned end customer account rep for approval (SLA: 1-3 days)
    - SMB uncovered accounts go to ISGLBP team for approval (SLA: 1 day)

Action	End Customer Name	Also Known As	ID	Address	State/Province/County
<a href="#">Register Deal</a>	Dummy Test Account 0704		1216234435	1000 HOSPITALITY CT MORRISVILLE North Carolina 27560-8400	North Carolina

# ISG Deal Reg Timeline – New End Customer account

If Create New End Customer Account is selected, SLA is 3+ business days

- Data Steward (DS) team has 48hr SLA to perform due diligence (research to see if acct is truly new)
  - If yes, they will assign CRM ID and DR will pass to Approver to review
    - Covered accounts will go to account rep for approval (24hr SLA recommended but up to account rep)
    - SMB uncovered accounts go to ISGLBP team for approval (24 hr SLA)
  - If no, DS Team will reject and either reference the existing CRM ID that should be used or request more information

The screenshot displays the 'Lenovo LENOVO BID PLATFORM' interface. On the left is a navigation sidebar with options like 'Create New Bid Request', 'My Bid Requests', 'Create Deal Registration', 'My Deal Registration', 'My Discount Codes', 'User Guide', and 'Login PAQ'. The main content area is titled 'End Customer Information' and contains several input fields: 'Name & Address Search' (with a dropdown arrow), 'End Customer Name\*' (containing 'test'), 'Street' (with 'Please Input'), 'City' (with 'Please Input'), 'Postal Or Zip Code' (with 'Please Input'), and 'State/Province/County' (a dropdown menu). At the bottom of this form are 'Search' and 'Create New End Customer' buttons. A table is overlaid on the right side of the form, showing deal registration details. The table has columns for Deal Registration Number, Deal Registration Name, Customer Reference, Deal Registration Status, Created By, End Customer, New End Customer Status, and Country. One row is visible with the following data: Deal Registration Number 'DRDN200013298', Deal Registration Name (redacted), Customer Reference (redacted), Deal Registration Status 'Submitted', Created By (redacted), End Customer 'Ancora Bio, Inc.', New End Customer Status 'Pending', and Country 'US'. The 'New End Customer Status' cell is highlighted with a red border.

Deal Registration Number	Deal Registration Name	Customer Reference	Deal Registration Status	Created By	End Customer	New End Customer Status	Country
DRDN200013298	[REDACTED]	[REDACTED]	Submitted	[REDACTED]	Ancora Bio, Inc.	Pending	US

# Additional FAQs

- **Why can't certain accounts be deal registered?**



- Some accounts are blocked from deal registration for various business reasons
- Send a note to [isqlbp@lenovo.com](mailto:isqlbp@lenovo.com) to check

- **The DR is approved but now it's "Pending SAE", what does this mean?**

- This means that Nutanix sw was selected and the DR has been routed to Nutanix for their deal protection review (48-72hr SLA).

- **Nutanix SW was incorrectly included** in the DR and now I have to wait a few extra days for that approval, how can I have it rejected?

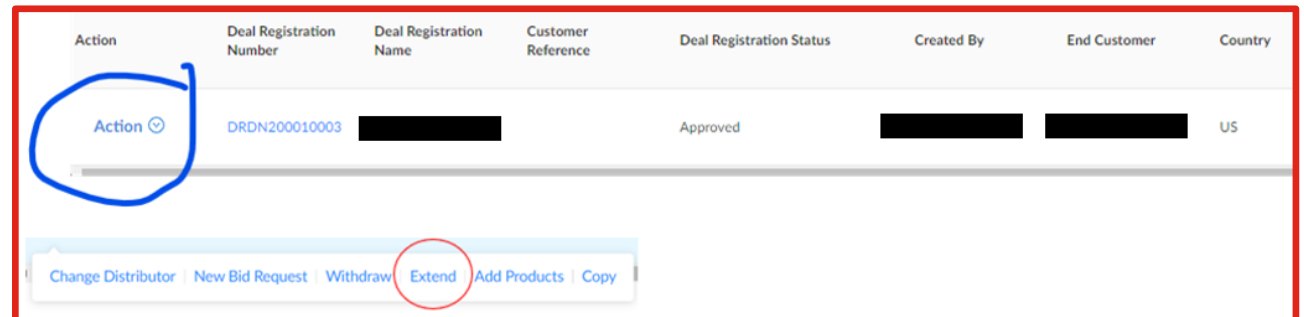
- Please send a note to [isqlbp@lenovo.com](mailto:isqlbp@lenovo.com)
- **Note:** The entire DR will be rejected in Lenovo's system

- **How do I request an extension?**

- One extension can be requested if submitted prior to the deal reg expiring
- From LPH, go to Sales -> Register an ISG Deal -> select My Deal Registration from the left nav bar -> either perform search or look in displayed results list
- Hover mouse over blue **Action** button, select **Extend** and submit
- If that Action does not exist, it means the DR is not eligible for an extension

- **How long is a DR extension valid for?**

- If approved, 30 days



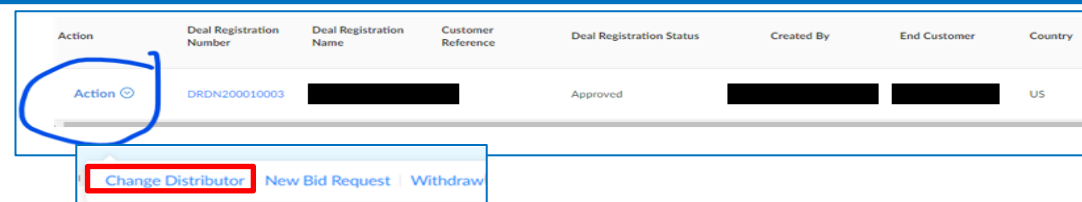
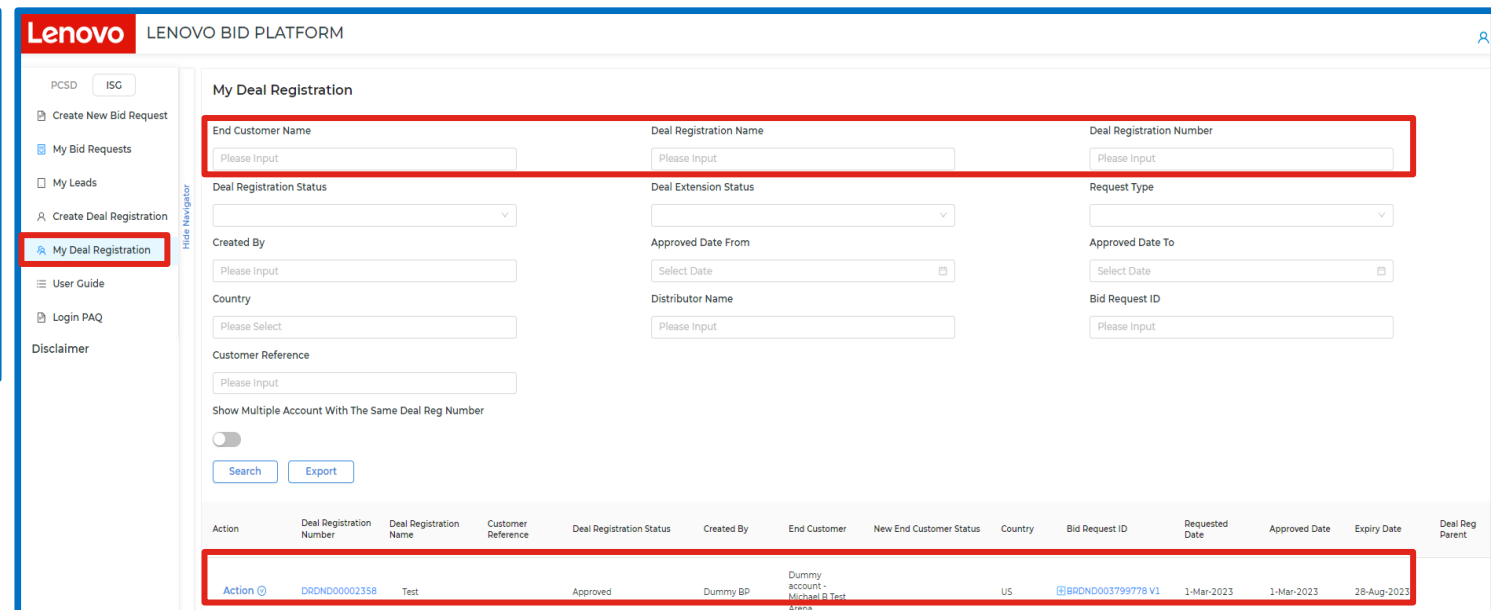
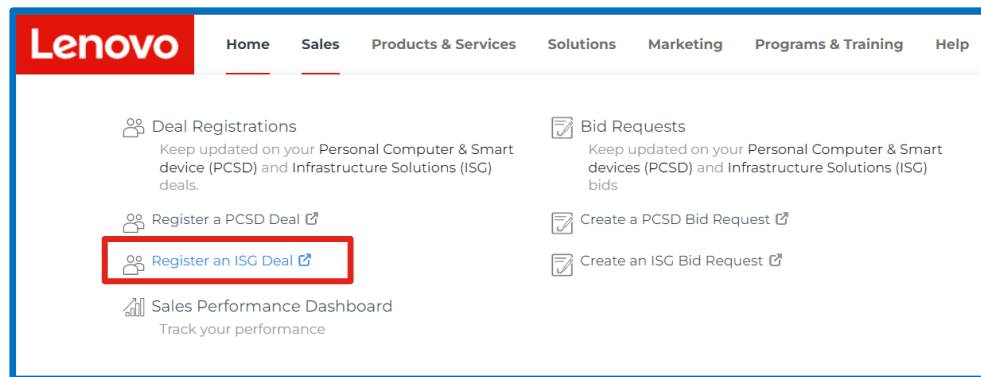
Action	Deal Registration Number	Deal Registration Name	Customer Reference	Deal Registration Status	Created By	End Customer	Country
Action ⌵	DRDN200010003	[REDACTED]		Approved	[REDACTED]	[REDACTED]	US

Change Distributor | New Bid Request | Withdraw | **Extend** | Add Products | Copy

# Additional FAQs continued

- **How do I change Distributors on an approved DR?**

- From LPH, navigate to Sales -> Register an ISG Deal -> select My Deal Registration from the left nav bar -> either perform search or look in displayed results list
- Hover mouse over blue **Action** button, select **Change Distributor** and submit
- **Note:** you may not add additional Distributors to a US deal reg, you can only change (remove & replace)



**Questions?**

**[isglbp@lenovo.com](mailto:isglbp@lenovo.com)**



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**thanks.**