

Your information—on demand



IBM Client Support and Administrative e-tools

Making it easier to do business with IBM



Information on demand... making it easier than ever to do business with IBM

Introduction

You told us what you needed, and we listened. Based on your input, we designed a set of e-tools to make it easier than ever to do business with IBM. IBM Client Support and Administrative e-tools provide the information that you need, when you need it. Best of all, these tools are available at no cost and offer a paperless option which is good for the environment.

Information on demand... making it easier than ever to do business with IBM

In this brochure, you'll find descriptions of available e-tools, see how they can benefit your business and learn where to go for more information. Discover for yourself how we are using Web technology to make it easier than ever to do business with IBM.

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Customer Support OnLine

Description

IBM Customer Support OnLine (CSOL) makes online, real-time, administrative support available to you at any time through our suite of e-tools. CSOL is easily accessible from the ibm.com Web site where you can obtain information about contracts, orders and delivery, invoices and payments, inventory, maintenance and other services. Look for CSOL on your ibm.com country page under these links:

- *My IBM (and My IBM links)*
- *Contracts*
- *Order and delivery*
- *Inventory*
- *Invoices and payments*
- *Customer support (or More customer support)*



Customer Support Online is available in more than 50 countries and in 27 languages worldwide. In the Americas, it is available in the U.S., Canada (French and English), Argentina, Chile, Columbia, Mexico, Peru, Venezuela (Spanish) and Brazil (Portuguese). CSOL will soon be available in Uruguay and Ecuador as well.

Benefits

CSOL gives you one-stop shopping for many of your administrative needs, providing an easier way for you to manage contracts, check order status and trace deliveries, request or view various agreements, review invoices and account statements, submit billing inquiries, and manage inventory. Additionally, there are useful links to valuable information, including the IBM® Passport Advantage® offering, IBM Lotus® software and IBM Tivoli® software. You'll also find a glossary of common terms and acronyms, along with answers to frequently asked questions (FAQs).

Our suite of administrative applications, such as Contracts

OnLine, Invoices On-Line, Statements online, Inventory OnLine and Order Status OnLine, are available through CSOL (note e-tool availability varies by country). For more information about these helpful and easy-to-use self-service Web applications, see the pages that follow in this brochure, or check out the *Business made easy* section on the CSOL Web site.

All of our Web sites offer an opportunity to communicate with a skilled representative, and help is now closer than ever for U.S., Canadian and some of our European clients, through the *Chat now* feature on our Web site.

How to access

No registration is necessary. For most countries, just go to ibm.com under the *My IBM links* tab, and look under "Customer support links." Or go directly to Customer Support OnLine from ibm.com/support/operations and select your country.

For more information

For more information about Customer Support OnLine and our e-tools, access our Web site (as instructed above) and contact us via the various options from the *We're here to help* module.

IBM Business Partner Support OnLine

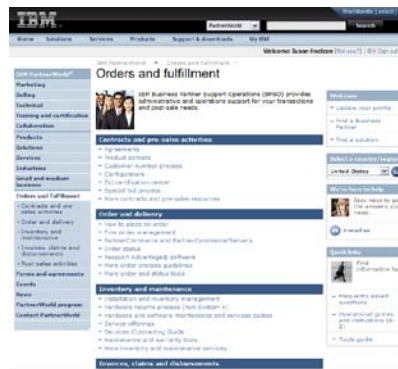
Description

IBM Business Partner Support OnLine is the *Orders and fulfillment* section of IBM PartnerWorld®, which provides IBM Business Partners with online, non-transactional administrative support and process information related to IBM fulfillment activities.

The information in *Orders and fulfillment* is grouped into the following categories:

- *Contracts and pre-sales activities*
- *Order and delivery*
- *Inventory and maintenance*
- *Invoices, claims and disbursements*
- *Post-sales activities*

In addition to describing the business process, there are links to additional information, the fulfillment tools, learning guides and forms, and the ability to contact Business Partner Support Operations (BPSO) for answers to specific questions. Also, the Quick links section provides fast access to the Operational guides, FAQs and Tools guide.



Audience supported

IBM Business Partners (primarily Distributors, Resellers and Tier 1 Solution Providers) in the U.S. and Canada, Mexico (Spanish), Brazil (Portuguese) and Spanish South America (Spanish) are supported within *Orders and fulfillment*.

Benefits

Business Partner Support OnLine provides IBM Business Partners with one-stop support for their administrative fulfillment needs by providing easier access to answers to their most frequently asked questions. Using Business Partner Support OnLine can enable Business Partners to be more productive and self-sufficient.

How to access

A valid PartnerWorld ID and password are required for Business Partners to access the site. Log into PartnerWorld and select *Orders and fulfillment*, or one of its subcategories, from the left menu.

Business Partners requiring a PartnerWorld ID should access ibm.com/partnerworld and follow the instructions to *Join PartnerWorld*.

For more information

Business Partners requiring more information should contact their Business Partner Relationship Representative.

Contracts OnLine

Description

Contracts OnLine is an integrated solution for businesses contracting with IBM that is deployed in several IBM business units and to IBM Business Partners across the U.S. and Canada (as well as some European and Asia Pacific countries). It is a secure, Web-based application that supports the end-to-end contract implementation and management process, including electronic delivery, internal approval and routing, electronic signature, retrieval and print. The application supports management of the entire contracting life cycle, including request for transactions, quote, implementation, purchase order and active modules.



Audience supported

At this time, Contracts OnLine is deployed in several IBM business units and Business Partners across the U.S., Canada and in some European and Asian countries. Additional deployments are planned for Mexico and Brazil in 2009 and beyond.

Benefits

Contracts OnLine:

- *Allows authorized users to view and implement contracts virtually anywhere at any time using the Internet, without additional investment in IT or technology.*
- *Supports a business's contract review and approval process, whether it's a single-person or a multistep, multiperson process.*
- *Provides an IBM ID and password for access control and a 128-bit encryption Web connection to help ensure client privacy and the confidentiality of information.*
- *Allows users to view contract status in real time, and search, retrieve, view or print active contracts.*
- *Notifies the user automatically via e-mail when action is required during the contract review and implementation processes, or when a contract is about to expire.*
- *Maintains the current version of a contract and the date/timestamped steps of the review and implementation histories.*
- *Saves you money over time on the speed of review and implementation of contracts by eliminating paper.*

How to access

Contracts OnLine can be accessed through the ibm.com Web site for your country by clicking "Contracts" under *My IBM Links*.

How to register

Choose the option *Manage your Contract* under *Access and Accept Online*. Then click *Register* and follow the instructions. Our North American Customer Support OnLine (CSOL) team also can be reached at 1 877 504-8930, option 4, Monday through Friday, 8:00 a.m.–6:00 p.m. ET. For countries outside of North America, please visit your country Customer Support OnLine Web site for contact options and tool availability (ibm.com/support/operations).

For more information

If you have any further questions, you can contact Ed White (COL Americas e-tools advocate) at 1 817 764-3092. Our North America Customer Support OnLine team also can be reached at 1 877 504-8930, option 4, Monday through Friday, 8:00 a.m.–6:00 p.m. ET.

Order Status OnLine

Description

For on demand access to near-real-time order, manufacturing and distribution information, Order Status OnLine brings all clients and internal employees the capability to query, track and report the status of hardware and software products they have ordered from IBM or Lenovo.

Order Status OnLine offers:

- *Accurate and up-to-date information about orders you have placed over the past 13 months.*
- *Access to order status information, online, 24x7.*
- *A single source for status information for all hardware and software products you or your company have ordered from IBM or Lenovo, worldwide, if applicable.*
- *Hotlinks to carrier tracking sites for the most current shipping information (where available through the carrier).*
- *Guest access to obtain basic order status information.*

- *Registered access using Web Identity, providing expanded search and query capability:*
 - a. *Quick search capability by Order, Purchase order, Master order, or Web reference number, Product ID and, where applicable, SEN/tie in or System type/number.*
 - b. *Quick Link reports that deliver pre-formatted, popular reports with a single click.*
 - c. *Standard reports that provide the capability to customize the Quick Link reports for specific results.*
 - d. *Custom report capabilities that include create, view, edit, copy, save, schedule and share functionality, enabling collaboration with your team and IBM and Lenovo clients.*
- *Ability to print, download and e-mail reports for more complete planning and collaboration.*



Audience supported

Order Status OnLine is available worldwide to all clients, as well as IBM and Lenovo employees with a need to know.

Benefits

Order Status OnLine provides you with access to the latest status of your hardware and software product orders in one place, with robust reporting and collaboration capabilities at your fingertips. This eliminates time-consuming inquiries among your company's departments and between you, IBM and Lenovo.

How to access

Order Status OnLine is accessed from ibm.com My IBM Links. Click *Orders and delivery* and then *Track the status of your orders*. We highly recommend you take a few minutes to register and take advantage of the very robust and flexible functionality provided to registered users.

How to register

On the Order Status OnLine site, click *Register* to begin the registration process if you do not have an IBM ID and password. If you already have an IBM ID and password, on the Order Status OnLine site, click *Request access to Order Status OnLine*. If you need assistance, click the Related link titled *Customer support* in the left navigation area to contact our Customer Support OnLine Web team.

For more information

Go to Order Status OnLine and *View our demo* or click the *Contact options* link to contact our Customer Support OnLine Web team at 1 877 504-8930, option 3 for Canada, Mexico and the U.S., or 0800 704 7371 for Brazil.

Inventory OnLine

Description

Clients need accurate information about their IBM- and Business Partner-installed inventories for a variety of reasons: to resolve billing issues, ensure that equipment has a maintenance agreement in effect or to know where their IT resources are located. Inventory OnLine was developed for clients, by clients—with the help of an IBM Customer Advisory Council—to ensure that the tool provided the function that clients required and that it was user-friendly.

Functions include:

- **Access**—retrieve data by client number, enterprise number or affiliate number. Clients can also view IBM equipment sourced through a Business Partner when associated within the IBM inventory system.
- **Inquire/view**—search using parameters such as hardware, hardware contract, software, software maintenance, total inventory, IBM Global Financing lease, product type, specific type or serial number, product description or warranty, maintenance and software maintenance (SWMA) expirations.
- **Print**—format the data into a printable report.
- **Download**—download the inventory data into a spreadsheet.
- **Update**—request updates to your inventory records; clients receive confirmation and tracking numbers for these requests.

Audience supported

Inventory OnLine is only available for U.S. clients, Business Partners and internal IBM employees. Clients are now able to view IBM equipment purchased through Business Partners when associated within the IBM inventory system. There is no charge and no special software required to use Inventory OnLine.



Benefits

Enabling you to gain immediate access to your inventory information online can lead to increased productivity. By using Inventory OnLine, you don't have to request inventory reports from IBM. And you have access to the latest IBM inventory data to help with billing, ordering and maintenance questions.

How to access

Inventory OnLine can be accessed through the **ibm.com** Web site for your country by clicking “inventory and maintenance” under *My IBM Links*.

How to register

Under the heading *Access OnLine* select *Manage Inventory*. At the sign in screen, click *Register Now*. Follow all the registration prompts. Select *Type of account*. Provide client numbers or enterprise number, and submit for approval by IBM.

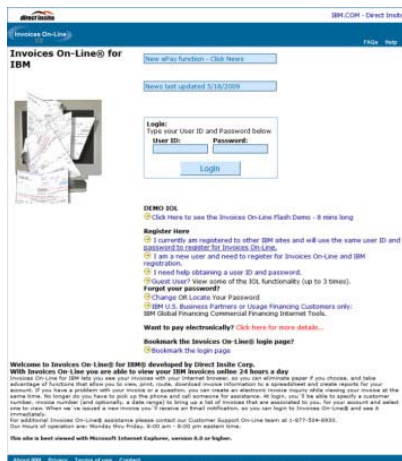
For more information

Contact the North America Customer Support OnLine at 1 877 504-8930 from 8:00 a.m.–6:00 p.m. ET, Monday through Friday.

Invoices On-Line

Description

Invoices On-Line is IBM's electronic invoice presentation and payment service. It is available in 76 countries and 15 languages. Invoices On-Line is a free service that allows our clients to access IBM invoices through the Internet, at their convenience, taking advantage of self-service functions 24 hours a day, seven days a week. Clients can view, print, route and download invoice information to a spreadsheet, and create reports for their accounts. In addition, clients can pay electronically using credit card or bank debit options (U.S. only).



Businesses and organizations require efficient methods to manage their many and various accounts.

Using Invoices On-Line can save your organization or your business precious time. If you have misplaced your paper invoice, you do not need to waste time searching for your IBM invoice and making a phone call to get a replacement. From your office, you can simply log onto Invoices On-Line and retrieve it yourself. If you have a question about an invoice, you can simply select the invoice on the home page, click on the "inquire" button and IBM will respond to your question within 24 hours.

Using Invoices On-Line can help increase your productivity. If you need to manage several invoices, you can download the invoices to a spreadsheet, sum the totals and route for approvals as you usually do.

Audience supported

Invoices On-Line can be accessed by clients and Business Partners worldwide, including the following countries and geographies: the U.S., Canada, Brazil, Mexico, Europe, the Middle East and Asia.

Benefits

Using Invoices On-Line enables you to do the following:

- *View your invoices 24x7 through the Internet.*
- *View images of your invoices as PDFs.*
- *Send or route a soft copy to a colleague.*

- *Print your invoices.*
- *Receive 24-hour response time on opened inquiries for questions on your invoice or its details.*
- *Download your invoices to a spreadsheet, enabling faster budget preparation, financial analysis and reconciliation of billing to inventory.*
- *Review and approve your invoices faster, speeding up the entire invoice payment process.*
- *Select your invoices by nine different criteria (payment status currently available only in the U.S. and Canada).*
- *Pay your invoices (U.S. only) via credit card or automated clearing house (ACH) debit card (business rules apply).*
- *Save time and mailing expenses through online payment option.*
- *Preserve an audit trail of all questions or issues raised.*
- *Prepare budget analyses and financial forecasts using the invoice sort features for cleared, partially paid and open invoices.*
- *View and print all travel related documents for Global Services Invoices – Global Business Consulting Services and Global Technology Services (U.S. and Canadian clients only).*

How to access:

Visit the Customer Support OnLine Web site listing at ibm.com/support/operations and select your country. Click on *View, download and print your invoices* and you will be brought to the Invoices On-Line site.

How to register:

On the Invoices On-Line site, under *Register Here* select the category that pertains to your situation. Follow all prompts. Select user role Invoices User. Select the customer support center that handles your invoicing (U.S. only). Enter entitlement access level numbers to view the required invoices (or customer numbers). Submit for approval to IBM. (IBM will respond within three business days.)

For more information

For additional IBM Invoices On-Line assistance, contact the Customer Support OnLine teams.

- *United States/Canada: 1 877 504-8930 (8:00 a.m.–6 :00 p.m. ET, Monday through Friday)*
- *Brazil: 0800 704 7371 (8:00 a.m.–6:00 p.m., Monday through Friday)*
- *Other countries—please check out the Online tools—business made easy page from our Customer Support OnLine Web site for your country*

Customer Testimonials about ePay

Here's what a financial supervisor from a state and local government account in the east said about IBM's Invoices On-Line (IOL) and ePay:

We won't stop using ePay. We love it...I use IOL as an example of where [in innovative account management] our other vendors should be.

A vice president of finance from a small to medium business in the west had this to say:

IOL gives us:

- *Payment flexibility—we can use an ACH debit or credit card depending on the cash flow needs.*
- *Status—I can see in one place all of my invoices from IBM without chasing down paper invoices.*

Those are the two big advantages for us, and [that's] why we use and will keep using IOL.

Another testimony from a Business Partner in the mid-west is as follows:

I really like the IOL and ePay system. I love the “history” aspect of the system. Prior to ePay, we had many issues with applying our payments and receiving invoices in a timely fashion because we had so many different customer numbers on our account. Now, I apply the payments to what I am paying and have had no issues.

Statements online

Description

Statements online gives clients the capability to see their entire accounts receivable position with IBM in an easy-to-use e-tool.

Statements online offers:

- *Accurate and up-to-date information about your invoices, credits and payments.*
- *Access to invoice, credit and payment status information, online, 24x7.*
- *The ability to create powerful search filters that can be saved and reused or shared with other users.*
- *Links to the PDF copy of the invoice or credit without requiring an Invoices On-Line user ID or having to sign into Invoices On-Line.*
- *Ability to download invoices, credits and payment data for budgeting purposes.*

Audience supported

Statements online is available to all IBM clients in Canada and many countries in Europe. Consideration is being given to future expansion to Latin America, Brazil, the U.S. and some countries in Asia Pacific. Accounts payable users may be particularly interested in the data available in Statements online.

Benefits

With Statements online, you are able to see a statement of your invoices, credits and payments in one place. In addition, you can search, view, sort or download this information in the most convenient way for your company. This eliminates time-consuming inquiries among your company's departments and between you and IBM.

How to access

Statements online can be accessed from your country ibm.com site by clicking the *My IBM links* tab and then *Invoices and payments*. Use the same IBM user ID and password as our other e-tools (such as Invoices On-Line) and request access to the same customer numbers in a free-form text request.

For more information

Call our Customer Support OnLine team in Canada at 1 877 504-8930 from 8:00 a.m. –6:00 p.m. ET. Or check out the *OnLine tools—business made easy* page from your Customer Support OnLine country site: ibm.com/support/operations



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