



Order Status OnLine

Keeping you informed and productive

- ◆ Provides the status of your order from submission to delivery
- ◆ Supports all IBM hardware and software products
- ◆ Serves all Clients and Business Partners
- ◆ Contains worldwide records, supporting you wherever in the world you do business
- ◆ Links directly to carrier sites for the latest in delivery tracking information

With options that include ...

- ◆ Print or download your order status report
- ◆ Schedule and share reports
- ◆ 'My Portfolio' to stay informed about your prioritized orders



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Order Status OnLine

At your fingertips - 24 / 7 - free of charge

Access real time order status information from manufacturing through to delivery



Available from your
Customer Support OnLine
country site at:

ibm.com/support/operations

Just click **Track the status of your order**

Order Status OnLine

Registered users **1**

Registered Users are provided with robust order detail and reporting capabilities.

Already registered? Click Sign in below to provide your IBM ID and Password.

[Sign in](#)

Not currently registered? See the instructions to the right.

Guest users **2**

Get the status of a specific hardware or software product order or set of orders.

* - Both fields required

Enterprise, INAC, company or customer number *

Order or purchase order number(s) separated by commas *

[Check status](#)

Register now and have access to robust order detail and reporting capabilities; it's easy and it's free.

3 Already have an IBM ID and password?
[Request access to Order Status OnLine](#)

Need an IBM ID and password first?
[Register](#)

Order Status OnLine

Search

4

6

7

8

[Quick search](#) [Standard reports](#) [Custom reports](#) [Help](#)

Use one of the Quick links on the left to see all of your records that match the report name or narrow your results by choosing a selection in box 1 and entering what to search for in box 2.

5 [Quick links \[?\]](#) [Search \[?\]](#)

[Backlog report](#)
[Orders last 30 days](#)
[Shipped orders](#)
[Shipped items](#)
[Hardware items](#)
[Software items](#)
[QuickShip orders](#)
[Backorder items](#)
[All orders \(13 months\)](#)

1. * Please make a selection:

Cust ref/purchase order number

2. * Enter search criteria:

For multiple entries (maximum of five per query), please separate each entry by a comma.

[Search](#)

The fields indicated with an asterisk (*) are required to complete this transaction, other fields are optional.

At a glance ...

1

View order status as a **registered user**:
Access with your IBM ID and password and experience expanded search and query capability.

2

View orders as a **guest user**:
Provide two identifying pieces of information and be presented with basic order status information.

3

If you are not yet a registered user – **register now!**
You only need an IBM ID and password and then you will be guided through an online registration process.

Advantages of being a registered user ...

4

Quick Search

Simple queries readily available using the **search criteria you provide** in the Quick search tab.

5

Quick links / Search

Pre-defined reports deliver order information with a single mouse click.

6

Standard reports

Provide options to **modify** the pre-defined reports to meet your needs.

7

Custom reports

Create your own reports, share them with other users, send them via e-mail and schedule them to run on the day/date/time you need them.

8

Help

Hover help for where you are in the application, as well as **links to an overview, a registration guide, glossary and FAQs.**

For additional assistance please click on **Customer Support** under **Related links** or visit us at:
ibm.com/support/operations