

My requests

Raise requests, view, exchange documents and manage your communication with our Customer Support team in a secure online environment. My requests is available from Customer Support OnLine, and is accessed from “e-mail us” and other query capabilities on the site.

- Fields auto-populate with the data from your IBM ID.
- Automatic email acknowledgement with tracking number and link to your submission.
- Receive an email response with a link to the details of your request within one business day.
- Keep track of all your requests historically.

Inventory and Maintenance Requests

IBM offers various options to view and manage inventory:

- In the US, Inventory OnLine allows you to view your installed hardware and software inventory, see maintenance and lease information and place requests for updates.
- In Europe, you can view your installed machines and configurations by location, see contracts and service level details, and request various changes through IBM Services Assistant*.
- Clients everywhere can raise an inventory question through the Customer Support OnLine website.

**Note: IBM Services Assistant Tool for Customers is available for selected IBM customers only.*

e-tool Registration

A single IBM User ID and password gives you access to all our web tools. Due to security reasons, most of our tools also require that first times users be “entitled” to view business information relevant to you. An IBM User ID is the first step, and only needs to be obtained once— your ID is available immediately and you can proceed to being entitled to the tool of your choice. Once entitled, simply sign in to view your information.

For more information about our online options, go to your Customer Support OnLine country page at:

ibm.com/customersupport



© Copyright IBM Corporation 2011

IBM Corporation
1 New Orchard Road
Armonk, New York 10504-1722
U.S.A.

Produced in the United States of America
June 2011
All Rights Reserved

IBM, the IBM logo and ibm.com are trademarks of International Business Machines Corp., registered in many jurisdictions worldwide. Other product and service names might be trademarks of IBM or other companies. A current list of IBM trademarks is available on the Web at “Copyright and trademark information” at:

ibm.com/legal/copytrade.shtml

Other product, company or service names may be trademarks or service marks of others.

References in this publication to IBM products or services do not imply that IBM intends to make them available in all countries in which IBM operates.



Please Recycle

IBM Integrated Supply Chain

Customer Support and e-tools



That's right! IBM Customer Support and our administrative e-tools provide the information that you need, around the clock. Best of all, these tools offer a paperless option that is good for the environment.

Customer Support OnLine

Obtain information about contracts; orders and delivery; invoices and payments; inventory; maintenance; and other services.

- One stop for many of your administrative needs.
- An easy way to check your order status; request or view agreements; review invoices and account statements; submit inquiries; and manage inventory - all from our suite of administrative e-tools.

Note: e-tool availability and features vary by country.

- Communicate with a skilled representative from our We're here to help contact module.

You can access IBM Customer Support OnLine and our e-tools from your country site at:

ibm.com/customersupport

Contracts OnLine

Provides you with an integrated solution for businesses contracting with IBM that supports the end-to-end contract process including electronic delivery, internal approval and routing; electronic signature; retrieval and print.

- View and process contracts anywhere and anytime, without additional IT investment.
- Will support both simple and complex contracting processing needs.
- View your contract status realtime and search, retrieve, view or print active contracts.
- Receive automatic email notification when action is required or when a contract is about to expire.
- View the current version of a contract as well as date- and time-stamped histories.

NOTE: Availability varies by country. Contact Customer Support or your IBM representative for more information on this interactive contract processing application.



Think Green – keep it on the screen

Order Status OnLine

Easily query, track and report the status of your IBM hardware and software orders through to delivery.

- Get a single source view of all hardware and software products ordered in your country or even worldwide.
- Link to carrier tracking sites for shipping information (where available through the carrier).
- Registered access using your IBM ID, provides expanded search and query capability as well as access to standard and custom reports.
- Print, download and email reports for more complete planning.
- Use guest access to obtain basic order status information.

Invoices On-Line for IBM

Conveniently access images of your IBM invoices through the Internet.

- View an image of your IBM invoice.
- Send or route a soft copy to a colleague.
- Download your invoices to a spreadsheet to enable faster budget preparation, financial analysis, and reconciliation of billing to inventory.
- Review and approve your invoices faster, speeding up the entire invoice payment process.

Statements OnLine

See your entire accounts payable position with IBM. In addition, you can search, view, sort or download this information in the most convenient way for your company.

- Get up-to-date information about your invoices, credits and payments.
- Access a copy of your IBM invoice or credit.
- Download invoice, credit and payment information.