

Other options available to you

My requests has other options to help manage your requests.



- **Initiate a request** directly from the tool using a selection of topic specific forms.

Initiate a request

Welcome

Please complete this information to create your request.
Asterisk (*) indicate fields required to complete this transaction.

Country*

My request is related to*

- **Review requests** previously submitted and responded to, including attached documents from both parties.

Review my requests

Please provide the information below to retrieve your request(s).
To directly access a specific request please simply provide the request number.

Request number

Status

My request is related to

Submission date
(Please use format mm/dd/yyyy)

starting at

ending at

Country

Review my requests

The following requests were found matching the given criteria:

Records 1-8 of 8

Request number	Request type	Status	Country	Submission date
CSQUS1112180313	Administrative request	Submitted	United States	Dec 16, 2011 - 08:00 GMT
CSQUS1111150206	Administrative request	Closed	United States	Nov 15, 2011 - 13:15 GMT

Customer Support OnLine e-tools

Customer Support OnLine offers other online applications. View your account statement, a copy of your invoice, the status of your order and more.

Visit your country website to see how we make it easier to do business with IBM.

ibm.com/customersupport



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Please Recycle

IBM Integrated Supply Chain

IBM Customer Support My Requests

View and track online requests relating to your IBM contracts, orders, invoices, payments, inventory and maintenance questions.



My requests – A personal IBM e-mail tool for your administrative requests

My requests is a secure tool that you can use to:

- Raise all your administrative requests to IBM
- Include attachments to enhance details of your request
- Receive automated e-mail confirmation at time of submission and upon our reply to your request
- Retrieve our answers from one place, any time 24/7
- Get a historic view over the last two years

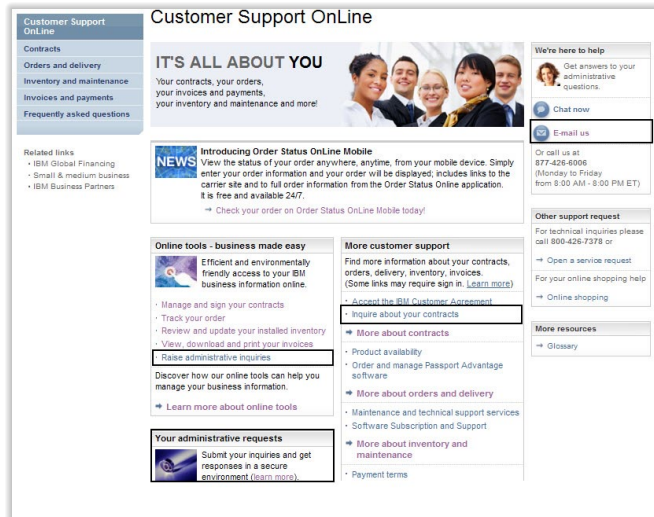
My requests is free, easy to use and available from your country Customer Support OnLine website:

ibm.com/customersupport

Where to start

Access My requests webforms by selecting the appropriate topic from your country page ibm.com/customersupport.

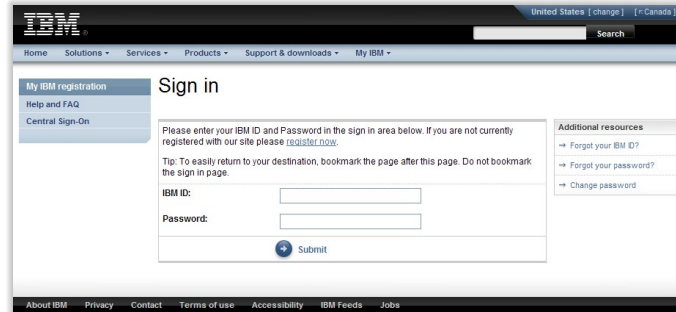
There are several link options to specific webforms including a generic “e-mail us” option.



Sign-in is simple

Sign-in with your IBM Web ID and password. This provides you with access to a secure environment to communicate your request.

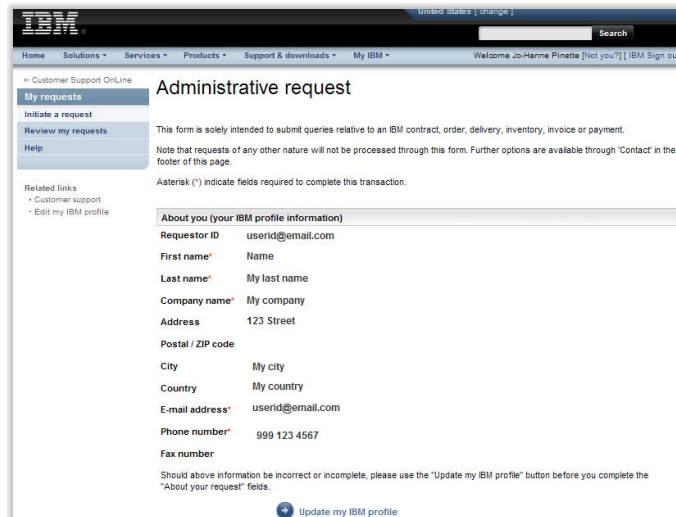
If you do not have an IBM ID yet, select the “Register here” link for quick and easy registration.



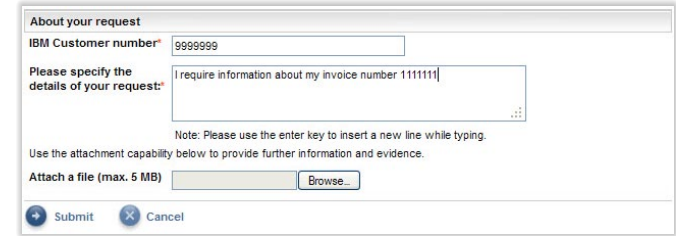
Completing the inquiry

After sign-in, you will be presented with the form you selected.

All elements of data from your IBM ID are populated automatically (should you need to update this information, select ‘Update your profile’).

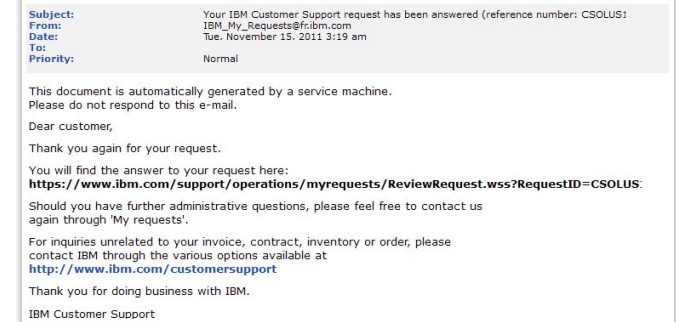


Complete the specifics of your request, including attachments and press submit.



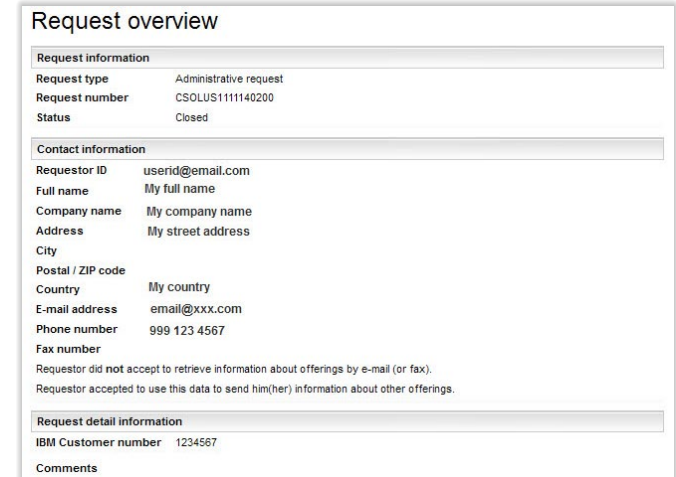
Your e-mail acknowledgments

You will receive e-mail acknowledgment with a link to your request at time of submission and upon response from our Customer Support team.



Retrieving your answer

Click on the link in your e-mail and you will be directed to your request. Our response will be included at the bottom of the page.



Request information	
Request type	Administrative request
Request number	CSOLUS1111140200
Status	Closed

Contact information	
Requestor ID	userid@email.com
Full name	My full name
Company name	My company name
Address	My street address
City	
Postal / ZIP code	
Country	My country
E-mail address	email@xxx.com
Phone number	999 123 4567
Fax number	

Requestor did not accept to retrieve information about offerings by e-mail (or fax).
Requestor accepted to use this data to send him(her) information about other offerings.

Request detail information	
IBM Customer number	1234567
Comments	