



## Help Desk Hours Of Operation

8:00 AM - 8:00 PM  
Eastern Standard Time  
Monday - Friday

Toll free: 1-877-504-8930 **Opt. 3**

### → Additional e-Tools Numbers:

| <u>Name</u>      | <u>Phone #</u>           |
|------------------|--------------------------|
| Inventory OnLine | 1-877-504-8930<br>opt. 1 |
| Invoices OnLine  | 1-877-504-8930<br>opt. 2 |



**Brought to you by IBM  
Americas Customer  
Fulfillment Organization**

## Did you know that you can do the following in OSOL?

- View the real time status of your order(s) with IBM or Lenovo
- View the order status as a guest user by providing two identifying pieces of information and being presented with the basic order status
- View the order status as a registered user using your IBM Web Identity userid and password and being presented with expanded search and query capability
- Link directly to delivery notices on the carriers' site for the latest in tracking information
- Have access to a single source for all order information for you or your company, internationally, if applicable.
- Link to our Customer Support OnLine web team directory
- Print your order status report
- Download your report to a spreadsheet
- email your report to a colleague
- Access your order status information 24 x 7

### **What clients are saying!**

- ✓ OSOL is exactly what I have needed for a very long time to track my IBM orders and make my plans.
- ✓ This tool is very simple to use, user friendly and intuitive.
- ✓ Thank you for making my order status available to me without having to call 5 people.



## 2006 IBM

# Order Status OnLine North America



e-business

**Customer Support OnLine  
Help Desk  
Toll Free # 1-877-504-8930  
Option 3**

e-mail –  
**ordstat@us.ibm.com**

## OSOL Enhancements! What's New?

- ◆ Access to more carrier sites
- ◆ Ability to view Lenovo order status
- ◆ Automated linkage from your email confirmation
- ◆ Inclusion of records from our Asia Pacific countries

## Why did we make these changes?

- ◆ Making the tool more valuable to our clients per client feedback
- ◆ Providing continuity of service to our clients following the sale of the IBM PC Company to Lenovo
- ◆ Improving client productivity
- ◆ Aligning to IBM's Marketplace Strategic Initiatives
  - e-Business and Worldwide
- ◆ Providing a consistent experience for our international customers

## Future Enhancements:

- ◆ A single user interface for all of our clients
- ◆ Additional carriers providing order tracking capability via the web
- ◆ Increased report capability

## OSOL Registration

### Instructions:

1. Sign on to: <http://www.ibm.com>
2. Click the Orders and delivery link under Manage your account
3. Bookmark this page for future reference
4. If you already have an IBM Web Identity userid and password, input your IBM ID and password where indicated and go to step 6 below
5. If you do not have an IBM Web Identity userid and password, click on the words **Create an account**
6. Complete the 2 registration screens presented and then click **Continue** on the 3rd screen
7. Confirm the profile content presented and click **Continue**
8. Choose the country where your company headquarters is located, or if an individual request, where you are located
9. Respond **Yes** or **No** to the Business Partner question as appropriate and click **Continue**
10. Choose the appropriate country, geography or worldwide selection as appropriate and click **Continue**
11. Select the type of entitlement access (see Help link if needed) and provide the entitlement value (INAC #, Enterprise #, Company # or Customer #) and click **Continue** (If you do not know the entitlement value, select "I do not know the specific number.")
12. Verify your input and click **Register**
13. You will receive an access request number on the confirmation screen that you should make note of
14. You will receive a confirmation email when processing has been completed.
15. If help is required, click **Administrative support** under related links and use the drop down country list to contact your Customer Support team

## OSOL References

- Help links within OSOL
  - IBM Self Serve and Etools\_us.ppt (See the Cust Supp site below \*)



## KEY IBM WEB SITES

- ◆ [www.ibm.com](http://www.ibm.com)
- ◆ [www.ibm.com/shop](http://www.ibm.com/shop)
- ◆ [partners.boulder.ibm.com](http://partners.boulder.ibm.com) (Business Partner Use Only)
- ◆ [rsg.services.ibm.com](http://rsg.services.ibm.com) (Partner Commerce for Business Partners)
- ◆ [www.ibm.com/support/operations](http://www.ibm.com/support/operations)
  - \* Customer Support OnLine site