**IBM Global Technology Services**

# IBM Managed Hosting and Application Services

What You Need To Know about
IBM Billing & Payment Processing

**What is this about?**

On **April 1, 2017** we will be cutting over to IBM systems and processes for all billings and payments. As of this date, AT&T will no longer be billing on IBM's behalf.

It's important that you review the information in this "What You Need to Know" guide which describes the operational changes that may require your action as well as resources available to enable a smooth transition to IBM's billing and payment processes.

Upon review of this information if you have any questions, please contact your IBM Project Executive (PE). Our goal is to make this transition as smooth and seamless as possible. As part of our ongoing commitment to excellent service, your IBM Project Executive team continues to strive to provide you with the excellent Managed Hosting and Application Services you've grown accustomed to receiving.

Thank you for your continued business with IBM and we look forward to our continued relationship as we continue our transition and integration activities together.


**What's changing?**

Beginning with the **April 2017** billing cycle, you will receive an IBM invoice generated from IBM billing systems. These invoices will look different than the previous AT&T generated invoices.

**For invoices issued prior to April 1st, 2017, continue to use the former Remit-To address or EFT ABA # as it appears on your invoice.**


**What's not changing?**
     Contract terms will remain the same. Payment Terms, Billing Dates will remain the same.

# *Summary of Billing & Invoicing Changes*

**IBM Customer Numbers**

Effective **April 1, 2017**, all Managed Hosting and Application Services clients **will have newly assigned IBM Customer Numbers**.  Your Customer Number will be printed on the first invoice you receive through the new IBM billing processes. You will need to reference your Customer Number when communicating with IBM.

**Vendor Remit-To Addresses**

Vendor Remit-To address for checks, wire transfers and overnight payments **will** change with your first IBM issued invoice (after April 1st, 2017).  The new remit-to information will appear on your IBM invoice.  See **Appendix A** at the end of this document for a listing of the new IBM Remit-To addresses and lock boxes.

For invoices issued prior to April 1st, 2017, continue to use the former Remit-To address as it appears on those invoices.

**Purchase Order Requirements**

If your IBM invoice cannot be paid without a **new purchase order**, please take the necessary actions now to issue a new one.  Once complete, please communicate your new purchase order directly to your IBM Project Executive (formerly referred to as Client Executive).

**Vendor Standard Payment Terms**

IBM standard payment terms of "due upon receipt" will appear on your invoice.  IBM will continue to honor payment terms established in your active contracts.  If you are contacted by IBM A/R teams for late payment please make them aware that you are a heritage AT&T customer with payment terms originally defined in your contract with AT&T.

**Timing of Invoices & Delivery**

The timing of your monthly recurring invoices will remain the same with the exception of Professional Services SOWs as noted below.  Delivery of your invoices will also remain the same (e.g., physical invoice, e-delivery, Ariba).

You will receive a separate invoice for any Professional Services labor and travel which will bill at the end of each month.

**Invoice Format**

The format of the invoices you receive **will change after April 1, 2017**, and they will be issued from the local/regional IBM operation covering your location.   Should you have questions about your new IBM issued invoice, please contact your IBM Project Executive to review with you.

**How to get a copy of your Invoice**

For IBM issued invoice or payment questions, or to acquire IBM's completed W-9 form, please visit our Customer Support OnLine website for the US or Canada at one of the following links. The Customer Support landing page offers access to self-service online tools and provides the ability to email, call or chat directly with the IBM Customer Support team.

**In the USA:**
"Administrative" Customer Support OnLine: 1-877-426-6006
http://www.ibm.com/support/operations/us/en

**In Canada:**
"Administrative" Customer Support OnLine: 1-866-880-2765
http://www.ibm.com/support/operations/ca/en
http://www.ibm.com/support/operations/ca/fr

**All Other Countries (select from list):**
http://www.ibm.com/support/operations/zz/en/selectcountrylang.html


**Invoices On-Line® for IBM**

Invoices On-Line for IBM lets you access your IBM invoices via your Internet Browser so you can take advantage of on-line functions making it possible for you to view, print, route and download invoice information to a spreadsheet. If you have a question about your invoice, you can create an electronic invoice inquiry while viewing your invoice at the same time. No longer do you have to pick up the phone and call someone for assistance. At login, you´ll be able to specify a customer number, invoice number or a date range to bring up a list of invoices that are associated to you, for your account and select one to view. When we´ve issued a new invoice you´ll receive an Email notification, so you can login to Invoices On-Line and see it immediately.

**In the US:**
https://iolus.iolportal.com/IBMIOLUS/EBPP/Company/IBMIOL/index.cfm

**In Canada:**
https://iolcanada.iolportal.com/IBMIOLCanada/EBPP/Company/IBMCANADA/index.cfm

**All Other Countries:**  Use this link, http://www.ibm.com/support/operations/zz/en/selectcountrylang.html, select your preferred country then click on "Your Invoices" to be taken to the Invoices On-Line web site for that country.

# *Privacy Policy*

IBM's privacy policy may be viewed online at http://www.ibm.com/privacy.

**International Business Machines Corporation (IBM) Affiliates**

The table below shows the former and new IBM Remit-To addresses and Bank Information.

**<u>For invoices issued prior to April 1<sup>st</sup>, 2017, continue to use the former Remit-To address or EFT ABA # as it appears on your invoice.</u>**

| Country | IBM Billing Entity | Previous IBM Remit-To | NEW IBM Remit-To | NEW IBM Bank Information |
|---|---|---|---|---|
| United States and Puerto Rico | International Business Machines Corporation 1 New Orchard Road Armonk, New York 10504-1722 | IBM P.O. Box 9005 Carol Stream, IL 60197-9005 | (use Remit-To address from your invoice) IBM Corporation Lockbox 643600 P.O. Box 643600 Pittsburgh, PA 15264-3600<br><br>IBM Corporation Lockbox 534151 P.O. Box 534151 Atlanta, GA 30353-4151<br><br>IBM Corporation Lockbox 676673 P.O. Box 676673 Dallas, TX 75267-6673 | <u>Bank:</u> PNC Bank 500 First Avenue Pittsburgh. PA 15219 1-877-824-5001 – option 1     (ACH) <u>Account #:</u> 1017305737 <u>ABA Routing #:</u> 043000096 <u>Tax ID #:</u> 13-0871985 <u>Swift Code:</u> PNCCUS33 <u>DUNS #:</u> 001368083<br><br><u>Contact Information</u> E-mail: askar@us.ibm.com Phone: 1-877-426-6006 |
| Canada | IBM Canada Limited 3600 Steeles Ave East, Markham Ontario, L3R 9Z7 | IBM Canada Limited P.O. Box 9266 STN A Toronto, Ontario, M5W 3M1 | (use Remit-To address from your invoice) IBM Canada Ltd. - T5044 P.O. Box 5100 Postal Station F Toronto, Ontario M4Y 2T5<br><br>IBM Canada Ltd -V4069 P.O. Box 34030 Vancouver, B.C. V6J 4M1<br><br>IBM Canada - M2108 Case Postale 11572 Succursale Centre-Ville Montreal Quebec H3C 5N7 | <u>Bank:</u> Canadian Imperial Bank of Commerce 946 Lawrence Avenue East Toronto, ON M3C 1R1<br><br><u>Wires in CAD:</u> Transit #: 00132 Institution #: 010 Account #: 4818717 <u>Wires in USD:</u> Account #: 02 70016 Swift Code: CIBCCATT Beneficiary Name: IBM Canada Ltd. <u>Contact Information</u> E-mail: arteam@ca.ibm.com Phone: 1-866-880-2765 Fax: 1-845-559-6503 |

| Country | IBM Billing Entity | Previous IBM Remit-To | NEW IBM Remit-To | NEW IBM Bank Information |
|---|---|---|---|---|
| Netherlands | IBM Nederland B.V.<br>Johan Huizingalaan 765<br>1066 VH Amsterdam<br>The Netherlands | IBM Nederland B.V.<br>Wilhelmina van Pruisenweg 104<br>2595 AN The Hague, The Netherlands | IBM Nederland B.V.<br>Johan Huizingalaan 765<br>1066 VH Amsterdam<br>The Netherlands | Bank:<br>ABN AMRO Bank<br>BIC Code: ABNANL2A<br>Account #: 0543719022<br>IBAN #: NL81ABNA0543719022<br>Contact Information<br>Phone: +31-020-5133300 (Option 2) |
| Singapore | IBM Singapore Pte. Ltd.<br>9 Changi Business Park Central 1, Singapore 486048 | IBM Singapore Pte. Ltd.<br>83 Science Park Drive #04-03/04 The Curie, Singapore 118258 | IBM Singapore Pte. Ltd.<br>9 Changi Business Park Central 1, Singapore 486048<br>Bank Name: Deutsche Bank AG, Singapore Branch<br>Bank Account No.:<br>2510246-00-0 (SGD)<br>2510246-05-6 (USD) | Bank:<br>Deutsche Bank AG, Singapore Branch<br>One Raffles Quay<br>#15-00 South Tower<br>Singapore 048583<br><br>Swift #: DEUTSGSG<br>Account #:<br>2510246-05-6 (USD Account)<br>2510246-00-0 (SGD Account)<br>Bank Code: 7463<br>Branch Code: 001<br>Account Name: IBM Singapore Pte Ltd |
| United Kingdom | IBM United Kingdom Limited<br>P.O. Box 41, North Harbour, Cosham, Portsmouth, Hants, PO6 3AU | IBM United Kingdom Limited<br>Highfield House, Headless Cross Drive<br>Redditch Worcestershire, B97 5EQ, United Kingdom | IBM United Kingdom Limited<br>P.O. Box 53, North Harbour, Cosham, Portsmouth, Hants PO6 3AU<br><br>Contact Information<br>Customer Support Team:<br>csohelp@uk.ibm.com<br>Phone: 0370 909 9997 | Bank:<br>National Westminster Bank PLC<br>69-73 High Street<br>Cosham, Portsmouth, Hants<br>PO6 3DA<br><br>Sort Code: 54-30-11<br>Account #: 01548255<br>Account Name: IBM (United Kingdom) Limited<br>Swift Code: NWBKGB2L<br>IBAN #: GB87NWBK54301101548255<br>VAT #: GB107328000<br><br>Remittance e-mail: remits@uk.ibm.com<br>Remittance Fax no: 02392 560940<br><br>PO e-mail: b2border@us.ibm.com<br>PO Fax No: 02392 560940 |