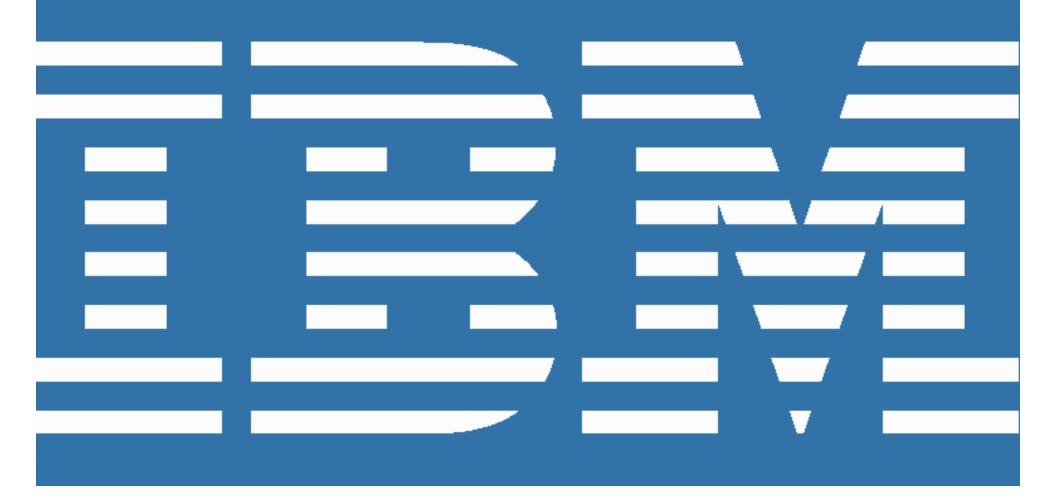# Doing Business with IBM

A guide for TruQua customers

Welcome to IBM!

In November 2020, IBM acquired TruQua, an IT services and consulting SAP development partner that specializes in delivering finance and analytics solutions to Fortune 500 companies. For more information on the acquisition, visit: https://newsroom.ibm.com/2020-11-16-IBM-to-Acquire-SAP-Consulting-Partner-TruQua. Beginning May 1, 2021, TruQua, an IBM Company, will conduct business as IBM.

As a customer of IBM, you will continue to have access to TruQua offerings, now under the IBM brand, as well as the extensive IBM portfolio of solutions and services offerings, while enjoying the high-quality, responsive service you have come to expect from both TruQua and IBM.

This "Doing Business with IBM" (DBWI) guide describes the operational changes to expect and resources available to help ensure a smooth transition to IBM's business systems and processes. Please review the details provided in this guide and also share this information with the appropriate individual(s) in your company who are also engaged with TruQua and IBM.

What's not changing?

Your existing TruQua contract and payment terms will continue to apply until TruQua's work covered by your active contract is completed.

What's changing?

Beginning with the May 2021 billing cycle, invoices for TruQua services will be issued by IBM. These invoices will look different than your previous invoices issued by TruQua. This guide will provide you with detailed information about some of the additional billing and invoicing changes to expect.

Getting Started

IBM offers the "My IBM" portal to make it easier for you to manage your account information. To access My IBM, you first must create an IBMid.

Step 1: Create an IBM account (IBMid)

When you create an IBMid, sometimes referred to as an IBM account, you establish an account with IBM which provides you with enhanced features, such as access to IBM applications, services, communities and support, to make your experience more personal and relevant.

Furthermore, your information is centralized so you can update it in a convenient and secure location. You can create or update your IBMid here: https://www.ibm.com/account.

Current IBM clients may use their existing ID and Profile.

Note: There may be a delay of up to 15 minutes before you will be able to use your new IBMid.

Step 2: Create an IBM Profile

Once you have created your IBMid (Step 1), you can create an IBM Profile. With an IBM Profile, you can view, update or add personal contact details, job title or registration settings.

Create or update your IBM Profile here: https://myibm.ibm.com/profile.

Need assistance?

For additional information and guidance on your IBMid and Profile, please consult the IBMid worldwide help desk: https://www.ibm.com/ibmid/myibm/help/us/helpdesk.html.

Changes to Billing & Invoicing

On May 1, 2021, TruQua's billing, invoicing, and accounts receivable processes will begin migrating to IBM processes. Details on these and other process changes can be found below.

New contracting process

IBM offerings are governed by agreements which can be found here:
https://www.ibm.com/support/customer/csol/terms

Note: Your existing TruQua contract and payment terms will continue to apply until you move to an IBM agreement. However, new purchases from IBM will be made under an IBM agreement.

Customer numbers

After May 1, 2021, TruQua customers will have an assigned IBM Customer Number (ICN). Your ICN will appear on your invoices and all other order-related communications from IBM. If you require this information prior receiving to your first IBM-issued invoice, please contact your IBM TruQua representative.

Note: Your ICN is different from your IBMid, which is selected by you during the registration process and used to access IBM applications (see "Getting Started" section).

Taxes

TruQua's tax identification numbers will change to IBM's.

Applicable local, state, and/or country-specific taxes will be applied to your IBM invoice amount (unless you have a tax exemption certificate on file with IBM). To maintain Sales and Use tax or local V.A.T exempt status on your account, please submit a new Sales/Use Tax exemption certificate issued to IBM as the Supplier. The exemption certificate should be based on your service address.

For assistance with all invoice and payment related issues, including tax exemption certificates or clarification on the tax applied, please visit the website referenced in the following "Invoice or payment questions" section and select the "Contact us" option. The address for this website will also appear on your invoices from IBM.

Vendor name

Vendor name will change to the applicable local/regional IBM operation covering your location (the term "Vendor" below represents the applicable IBM entity).

Vendor remit-to addresses

Vendor remit-to address for checks, wire transfers and overnight payments will change with your first IBM issued invoice. The new remit-to information will appear at the bottom of your IBM invoice(s). Please update your systems and processes in order to remit payment as instructed on your IBM invoice to ensure proper application of your payment.

Important note: Payments for invoices issued from TruQua prior to your first IBM invoice should still be made payable to TruQua, an IBM Company and remitted per the instructions on the invoice.

Purchase Order requirements

If your company requires a purchase order (PO) to facilitate payment for any goods or services, IBM will require that the PO match the IBM payment details, such as name and address, specified on your IBM invoice.

Vendor standard payment terms

In most countries, Vendor standard payment terms of "due upon receipt" may be applicable. You can find this information on either your invoice or quote.

Important note: IBM will continue to honor unique payment terms established in your active TruQua contract(s) for the duration of the existing contract. If you are contacted by an IBM Accounts Receivable representative, please make them aware that you are a heritage TruQua customer.

Invoice delivery

Beginning May 1, 2021, if you would like to receive your invoices electronically, you will need to register for the **Invoices@IBM** portal described in the following "Access your invoices online" section.

If no action is taken, invoices from IBM for TruQua services will be physically mailed to the address listed in your current TruQua customer profile.

Access your invoices online

"Invoices@IBM" is a tool that allows you to view your IBM invoices online, along with many additional features. You can view, print, route and download invoice information to a spreadsheet. If you view your invoice and have a question, there is an option to create an online inquiry so you can get help quickly without having to pick up the phone and call. At login, you can specify a customer number, invoice number, or date range to bring up a list of all invoices associated with your account and available to view. Whenever a new invoice is issued for your account, you will be sent an email notification so you can login and access immediately.

The "Invoices@IBM" portal can be found at: https://www.ibm.com/support/customer/invoices/welcome

Important note: If you are a first-time user, you will need to follow the simple sign-up registration process. Once you are registered, you will need your ICN (see "Customer numbers" section) in order to associate your invoices with your account. If you have not yet received an invoice or quote containing your ICN, please contact your IBM TruQua representative to obtain.

Invoice or payment questions

For IBM-issued invoice or payment questions, please visit our administrative support website which offers access to self-service online tools and provides the ability to email, call, or chat directly with an IBM representative.

In Australia: https://www.ibm.com/support/customer/au/en/overview.html
Or call us at: 1800 629 135 or +61 2 9354 4000

In Canada: https://www.ibm.com/support/customer/ca/en/overview.html
Or call us at: 1-866-880-2765

In Germany: https://www.ibm.com/support/customer/de/de/overview.html
Or call us at: +49 (0) 7034 28 72004

In Israel: https://www.ibm.com/support/customer/il/he/overview.html
Or call us at: +972-3-9188002

In the United Kingdom: https://www.ibm.com/support/customer/uk/en/overview.html
Or call us at: +44 (0) 370 909 9997

In the United States: https://www.ibm.com/support/customer/us/en/overview.html
Or call us at: 877-426-6006

All other countries (please select from list):
https://www.ibm.com/support/customer/zz/en/selectcountrylang.html

Note: You may also reach out to your IBM TruQua representative for assistance.

Purchase documentation

Correspondence related to new purchases will be sent to the contact(s) listed in the IBM Profile associated with your ICN unless specified otherwise in your order. Information about IBM Profiles can be found in the "Getting Started" section of this document.

Offering names and descriptions

TruQua names and descriptions will be replaced with IBM names and descriptions. These new names and descriptions will begin to appear on your invoices and quotes from IBM.

Document formats

The format of documents (invoices, quotes, services statements of work, etc.) you receive will change in format after May 1, 2021.

Language

In some countries, the correspondence you receive from IBM may be in the local language.

Note: Language preferences can be set in your IBM Profile.

Currency

In some countries, the currencies used by TruQua may be different than those used by IBM, therefore you may be transacting in a different currency with IBM.

Professional services

Effective May 1, 2021, IBM will assume any ongoing TruQua professional services engagements and statements of work, which may include configuration, implementation, provisioning and consulting, and will perform as originally contracted. While TruQua professional services will become part of IBM's extensive catalogue of services offerings after May 1, 2021, the staff currently responsible for delivering ongoing projects for your company are intended to remain the same.

All new professional services orders will be contracted using standard IBM agreements, rate structure and statements of work.

Statements of work

All existing/signed statements of work (SOW), pricing and change requests will remain intact through project/contract completion. New change requests issued after May 1, 2021, will follow the current method of the existing SOWs.

Privacy Policy

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

IBM Data Processing Addendum (DPA) and Exhibits at http://ibm.com/dpa (DPA) shall apply to personal data processed under your contract, if and to the extent that: i) The General European Regulation about Data Protection (EU/2016/679) (GDPR); or ii) other data protection laws at http://ibm.com/dpa/dpl are applicable.