

Dear Customer:

In the interests of our customers, partners and staff, IBM is continually working on simplifying and harmonizing our process landscape. Within the context of a worldwide transformation, IBM in China will be realigning numerous systems in January 2013. The purpose of this measure is, amongst other things, to simplify and streamline contract compilation and processing.

This comprehensive system migration will involve successive implementation of the new processes, which, for instance, could change the date of invoice issuing in the interim period.

During the course of this migration, we will be allocating new 10-digit customer account numbers to all of our customers. These will replace previous account numbers or enhance them in the case of passport advantage, maintenance or leasing contracts.

For you as a customer, we will be making the conversion transparent. Documents, where necessary, will bear both account numbers in the new layout to offer you a good overview in the interim.

What is changing for the Shopz and RAM Applications?

Based on the above announcement, the Shopz and RAM applications will be modified to make use of the new 10-digit customer account numbers that have been allocated to all of our customers. These customer account numbers will replace previous customer account numbers used in the Shopz and RAM applications. All of the current Shopz and RAM functionality will remain in place. Your new customer account numbers will be used when you place your System z software orders after the announced changes have been implemented.

Where will my new Customer Account Numbers be Displayed in the Shopz and RAM Applications?

In general, your new customer account number will be displayed in all of the same places where your previous customer account number was displayed in the Shopz and RAM applications.

Additionally, you can use the following facility within Shopz to view your current and previous customer account numbers as follows:

1. Login to the Shopz application with your IBM ID.

2. Navigate to the Shopz application main page and click on 'Edit profile'

Country/region [select]

Home Solutions Services Products Support & downloads My IBM Welcome [IBM Sign in] [Register]

Shopz

Group: SAP AG

Welcome to Shopz! The major features of Shopz which you are authorized to use are explained below. You can link to them directly from the left navigation area.

My orders lets you manage all of your software orders. You can:

- create new software orders for service or products,
- continue preparing draft orders that you haven't submitted yet,
- track, process and download in process orders, and
- review your completed orders which are retained indefinitely for your reference.

My hardware systems lets you review the details of your hardware systems and provide your own nicknames for them.

My licensed software lets you view your software licenses in a variety of report formats.

My installed software lets you manage the installed software reports that you provide Shopz so that it can tailor your software orders to your current environment.

Contact IBM

For help with orders, customer service, or tech support, please use the Shopz customer support link below.

Shopz Customer Support

Fast access to Shopz

Welcome
Mark Brown
Current group
SAP AG
→ Sign out
→ Edit profile

3. Click the 'More details' button.

Group Name: SAP AG

Customer numbers: S000... [More Details](#)

Group Managers: shopz_germanv@gmail.com
tshopz@126.com

Your roles in group: Product order creator
Service order creator

Withdraw from group

4. Review the IBM Customer Number Detail Information in the pop-up window.

IBM Software Shopz - IBM Customer Number Detai...

ibm.com Go to a Website

IBM Customer Number Detail Information

Current IBM Customer Number(s)	Previous IBM Customer Number(s)
S000...	15...

The Current IBM Customer Number(s) are the customer number(s) that you will use to place your Shopz orders.

The Previous IBM Customer Number(s) are the customer numbers that IBM used to migrate your information for Shopz ordering.

Please refer to the Shopz.Help page for more details.

How can I request further Shopz and RAM application assistance from IBM?

Click '**Customer service**' on the left navigation bar to view the **Customer service** page for your country. Please use the IBM contact information to reach the Shopz application support team for help.

The screenshot shows the IBM Shopz website interface. At the top, there is a dark blue header with the IBM logo on the left, a 'Country/region [select]' dropdown menu, and a search bar with a 'Search' button. Below the header is a navigation bar with links for 'Home', 'Solutions', 'Services', 'Products', 'Support & downloads', and 'My IBM'. On the right side of the navigation bar, it says 'Welcome [IBM Sign in] [Register]'. On the left side, there is a vertical navigation menu with the following items: 'Shopz', 'Product catalog', 'Help', 'News', 'Feedback', and 'Customer service' (which is highlighted in blue). Below the navigation menu is a 'Related links' section with a list of links: 'System z software', 'System z servers', 'Operating systems', 'Linux on IBM System z', and 'Resource Link'. The main content area features a large banner with the text 'Shopz access: New controls put the master key in your hands' and a 'Learn more' link. The banner includes an image of a hand holding a key and a group of people looking at a laptop. To the right of the banner is a 'Fast access to Shopz' sidebar with two main links: 'Sign in for registered users' and 'New user registration'. Below these links is a note: 'You must sign into this application, even if you have already signed into IBM.com on the masthead.'

Country/region [select]

Search

Home Solutions Services Products Support & downloads My IBM Welcome [IBM Sign in] [Register]

Shopz

Product catalog

Help

News

Feedback

Customer service

Related links

- System z software
- System z servers
- Operating systems
- Linux on IBM System z
- Resource Link

Shopz access:
New controls put the master key in your hands
→ Learn more

Fast access to Shopz

- Sign in for registered users
- New user registration

You must sign into this application, even if you have already signed into IBM.com on the masthead.

Shopz is the online solution for ordering and delivery of System z software. Shopz is used by customers worldwide to plan, place, and track orders, 24/7.