

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 Austria and Switzerland will be realigning numerous systems in early August 2016. 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 preferences**'

Services Products Support & downloads My IBM

Shopz >

Shopz

NOTE: Please use the 'Sign in for IBM internal users' link to login because your IBM ID contains 'ibm.com'.

Group >

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,

Fast access to Shopz

Welcome
Mark Brown

Current group
ACXIOM CORP

To sign out, please use the IBM sign out link on the masthead

[→ Edit preferences](#)

3. Click the '**More details**' button.

Group Name SAP AG

Customer numbers S006WXXXXXXXXXX

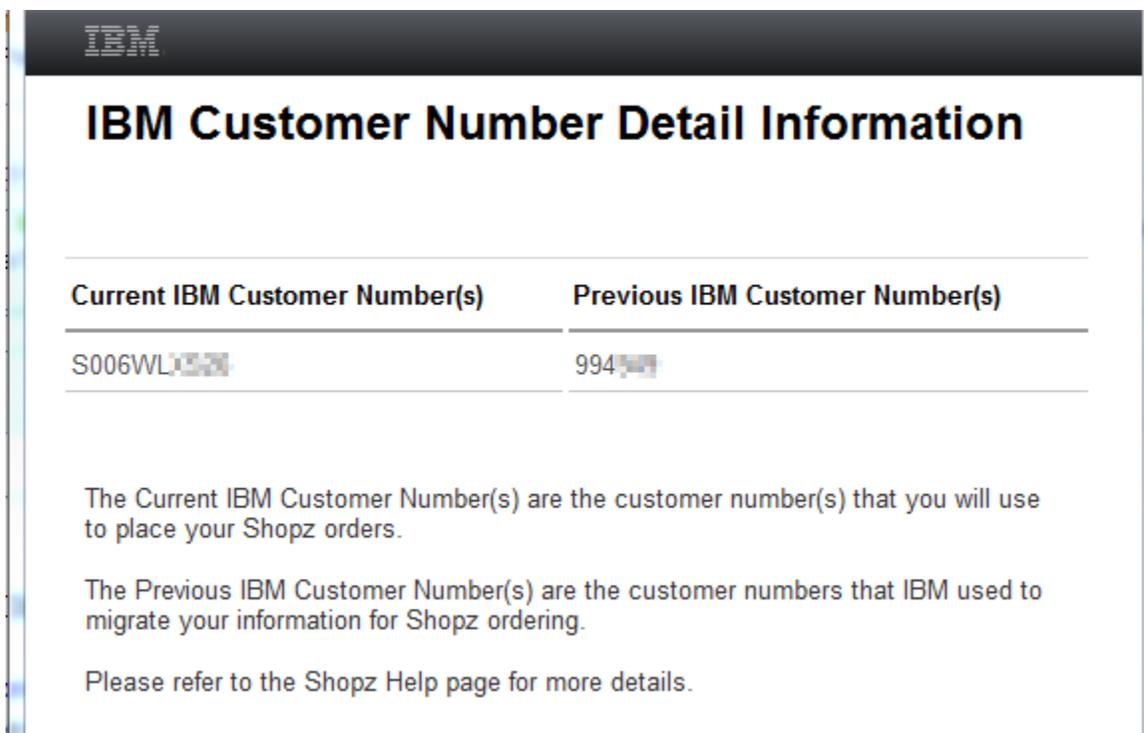
Group Managers jiedeng@cn.ibm.com

Your roles in group Product order creator
Service order creator

More Details

Withdraw from group

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



The screenshot shows a pop-up window titled "IBM Customer Number Detail Information". It contains a table with two columns: "Current IBM Customer Number(s)" and "Previous IBM Customer Number(s)". The current number is S006WXXXXXXXXXX and the previous number is 994XXXX. Below the table, there are three paragraphs of text explaining the current and previous customer numbers and providing a reference to the Shopz Help page.

Current IBM Customer Number(s)	Previous IBM Customer Number(s)
S006WXXXXXXXXXX	994XXXX

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.

Shopz

My orders

My preferences

My hardware systems

My licensed software

My installed software

My downloads

Product catalog

Help

News

Feedback

Customer service

Shopz >

Shopz

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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 your hardware systems and provide your own details for them.

Fast access to Shopz

Welcome

Mark Brown

Current group
ACXIOM CORP

To sign out, please use the IBM sign out link on the masthead or close your browser.

→ [Edit preferences](#)

Tip

Remember to sign out when you are finished.