Web requests
Maintenance & Annuity services

ibm.com/ask
Content

• How to reach ‘My requests’

• News feed overview

• How to initiate a request
  - Inventory change request (Machine relocation, Hardware Maintenance/Software Services Discontinuance, Other)
  - ServiceElite contract change request (Auto-renew status update, Budget & Planning quote for Billing Period Changes, Contract copy, Submit Purchase, Other)

• How to view requests
My requests:
https://www.ibm.com/support/operations/myrequests/v2/welcome

Type your IBMid and password and click on the Continue button and follow the steps

or if you don’t have yet an IBMid click on Create an IBMid
My requests dashboard shows you the last activities - default view is *Feeds*

Click on *Initiate a request* to raise a new request

To change the view click on *Table* or *Cards*
How to initiate a request

Select United States and the type of request, then click on Continue.

Note: Inventory change request and ServiceElite contract change request are available in US only.
Inventory change request

**Machine relocation:**
Moves machines from one customer location to another

**Hardware Maintenance/Software Services Discontinuance:**
Request discontinuance from a hardware maintenance contract, software services contract or both

**Other**
Any other type of inventory change request for maintenance & annuity services
ServiceElite contract change requests

**Auto-renew status update:**
Change auto-renew status and attach a purchase order (PO)

**Budget & planning quote for billing period changes:**
Request a budget & planning (B&P) quote for an existing contract

**Contract copy:**
Request a copy of an IBM Customer Agreement (ICA), Client relationship agreement (CRA), Maintenance Services Agreement (MSA), or a Statement of Work (SOW for a specific offering)

**Submit Purchase Order:**
Submit a new purchase order, a replacement purchase order, or an amend purchase order

**Non of above:**
Contract request not covered by the other options
Submitting a request

Select the request type and fill out the various fields – required fields are indicated by red asterisk.

Multiple requests types can be chosen at the same time.

1. Attach a file by clicking **Browse** to upload

2. Click on **Submit** to send the request
Submitting request

Template:
for inventory changes, each web request will allow you to enter up to fi machines and/or services. If your request is larger, please download and complete and attach to the request the available template.

Cancel all associated offerings:
Click Yes to cancel any offerings associated with the Hardware Maintenance type/serial you are requesting to cancel. No need to list offering separately unless they do not have a type/serial associated with them, such as SupportLine offerings.

Type of service:
- HWMA = Hardware Maintenance
- SW = Software
- HWMA & Services = Hardware Maintenance & Services
Inventory change request – templates

- For inventory changes, each request will allow you to enter up to 5 machines and/or services.
- If your request is larger, use this template by clicking on the link:

  ![Template link](image)

  Selecting the link a pop-up will appear. Open the file with Microsoft Excel or save the file for future use. Select the option you prefer and click OK.

The template can be downloaded each time you need it, or saved to your desktop to be completed and saved as needed.
Inventory change request – discontinuance template

<table>
<thead>
<tr>
<th>CHIS#</th>
<th>Cancel associated offerings</th>
<th>Type of Service (choose one)</th>
<th>Product type</th>
<th>Serial number</th>
<th>Effective date</th>
<th>Offering name</th>
<th>reason for cancellation (choose one)</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>6</td>
<td>Y or N</td>
<td>HWMA or SW Services</td>
<td>numeric</td>
<td>9 digits</td>
<td>ISO date format</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>alphanumeric characters</td>
<td>5 characters maximum</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

- **CHIS#** = contract number machine or services are covered by (if known)
- **Cancel associated offerings** = select Y if you want to cancel all offerings associated with a type serial. No need to list all of the offerings
- **Type of service** = choose HWMA or SW Services if cancelling a specific offering
- **Product type & serial number** = for HWMA & type/serial tied offerings
- **Effective date**
- **Offering name** = include only if requesting a specific offering
- **Reason for cancellation** = choose reason for cancel
- **Comments** = required if reason is other

Example:

- **Line 1** ➔ maintenance for type/serial 9117-ABD95 and all associated offerings will be cancelled
- **Line 2** ➔ SWMA for PowerVM for type/serial 9117-733C5 will be cancelled
- **Line 3** ➔ maintenance for type/serial 9117-1778P will be cancelled

Limited only by the number of lines Excel will allow

Template is multi-tabbed; no need to delete additional tabs not being used when submitting template

Data must start on line 8 of template
The second tab of the spreadsheet contains the form used by our partners and sales team for out of productive (OPU) discontinuance
Inventory change request – machine relocation

- CHIS# = contract number machine or services are covered by (if applicable)
- New customer number = IBM customer number for new location
- Street address/City, State Zip code = address for new location if IBM customer number not known or a new customer number needs to be created
- Product type/serial = machine to be moved
- Move date = effect date of machine movement

**Example**

<table>
<thead>
<tr>
<th>CHIS#</th>
<th>New customer number</th>
<th>Street address (1)</th>
<th>Street address (2)</th>
<th>City, State Zip code</th>
<th>Product type</th>
<th>Serial</th>
<th>Move date</th>
</tr>
</thead>
<tbody>
<tr>
<td>6 alphanumeric characters</td>
<td>7 digits</td>
<td>4 digits</td>
<td>5 digits or 7 digits</td>
<td>ISO date</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CHIS#</th>
<th>New customer number</th>
<th>Street address (1)</th>
<th>Street address (2)</th>
<th>City, State Zip code</th>
<th>Product type</th>
<th>Serial</th>
<th>Move date</th>
</tr>
</thead>
<tbody>
<tr>
<td>ABBCDY</td>
<td>1653103</td>
<td>550 Guifline Rd</td>
<td>Tocketer, MS 32908</td>
<td></td>
<td>8272</td>
<td>1029651</td>
<td>11/15/2012</td>
</tr>
</tbody>
</table>

- Line 1 → machine 8272/23C2004 moved to new address. Customer number is either not known or is a new location; machine is not on CHIS or contract is not known.
- Line 2 → machine 4399/1029651 moved to new IBM customer customer number. Machine is active on CHIS contract ABBCDY.
- Limited only by the number of lines Excel will allow

Template is multi-tabbed; no need to delete additional tabs not being used when submitting template

Data must start on line 8 of template
Inventory change request – out of productive use form

The second tab of the spreadsheet contains the form used by our partners and sales team for out of productive (OPU) discontinuance
Submitting a request

After submission you will receive an online notification and an email.

Your IBM Maintenance request submitted for Test company Enterprise:

Dear customer,

Thank you for submitting a Maintenance & Annuity Services request; your request has been received.

For reference purposes, please note your request number: CWMUS1533541446126

You can monitor the status of your request or determine the assigned IBM contact at any time by clicking the following link:
https://www.ibm.com/support OPERATIONS/MYREQUESTS/V0/REVIEW/CWMUS1533541446126

For any questions regarding your contract, order, inventory and invoices please contact us through the options available on:
http://www.ibm.com/customersupport

With kind regards,

Customer support

By clicking on the links you will get the details of your request.
Review a request and Filter/search

Choose your preferred view option - Feeds, Table or Cards and click on the request id

Inventory change request: CWMUS1533541446126

To search or filter use the option on the left:
Status of request and email notifications

- **In progress:** request has been submitted and assignment to an IBM representative is pending
- **Assigned:** request has been assigned and is awaiting processing
- **Closed:** request has been completed and close by IBM

You will receive an email confirmation that a request has been completed with a link back to that specific request