Web requests
Maintenance & Annuity services

ibm.com/ask
Content

• How to reach ‘My requests’

• How to initiate a request
  - Maintenance contract and/or inventory changes

• How to view requests

• How to update a submitted request
My requests:
https://www.ibm.com/support/operations/myrequests/v2/initiate

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

or if you don’t have an IBMid click on *Create an IBMid*
My requests Initiate homepage allows you to initiate a request

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

Please select a country and a type, then press "Continue" to complete your request.

**Region:** Americas

**Country:** United States

Please note: *Inventory Change and Service Elite requests have been removed, please use the Maintenance contract and/or inventory changes instead.*

**Type of request:** Maintenance contract and/or inventory changes

[Continue]

**Note:** Message alerting of change to request types
How to initiate a request

Please select a country and a type, then press "Continue" to complete your request.

Region: Americas
Country: United States

Please note: Inventory Change and Service Elite requests have been removed, please use the Maintenance contract and/or inventory changes instead.

Type of request: Maintenance contract and/or inventory changes

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

Note: If your request is maintenance related, then “Maintenance contract and/or Inventory changes” must be selected.
Under “Maintenance contract and/or Inventory changes” these are the request types:

**Hardware Maintenance/Services discontinuance Out of Productive Use (OPU)**
Request discontinuance from a hardware maintenance contract, software services contract or both

**Hardware Maintenance/ Services Discontinuance Other**
Request discontinuance from a hardware maintenance contract, software services contract or both where inventory is not taken out of productive use

**Machine(s) relocation**
Moves machines from one customer location to another

**Other Inventory Management Request**
Any other type of inventory change request

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

**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 (PO)**
Submit a new purchase order, a replacement purchase order, or amend an existing purchase order

**Other Contract Management Request**
Contract request not covered by the previous contract options
Submitting a request

1. Fill out required information
   **Note:** the Company Name is retrieved automatically from your profile. Change it manually if needed under ‘Your profile’

2. Select the request type you need from the scroll-down list
3. Based on the request type selected, provide required information, attachments and comments

Hardware Maintenance/Services discontinuance Out of Productive Use (OPU)

<table>
<thead>
<tr>
<th>Maintenance contract number*</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Type of service*</td>
<td>Please select one</td>
</tr>
<tr>
<td>Product type*</td>
<td>Serial number*</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>Auto-renew status update</td>
<td>Maintenance contract number*</td>
</tr>
<tr>
<td></td>
<td>Auto renew new status*</td>
</tr>
<tr>
<td></td>
<td>I am attaching a</td>
</tr>
<tr>
<td></td>
<td>additional comments</td>
</tr>
<tr>
<td></td>
<td>related to this request</td>
</tr>
</tbody>
</table>

Inventory detail template
Submitting an inventory request

1. **Template:**
   For inventory changes, each web request will allow you to manually enter as many machines and/or services as you require. [More details page 12]

   If your request is large, it is recommended to download, complete and attach the available template to the request. [More details page 13]

2. **Cancel associated offerings:**
   The field “Service Offering Name” is not mandatory for requesting Cancellation OPU.

   This field is mandatory for Cancellation Other. If no offerings are associated, “N/A” can be typed into the field.

3. **Type of service:**
   HWMA = Hardware Maintenance
   Services = Services
   HWMA & Services = Hardware Maintenance & Services

   **Note:** Mandatory fields are determined by which “Type of service” is selected.
4. Click on Submit in order to send the request

Notice: Only one request type can be selected and submitted at a time. To initiate a new request, follow all the previous steps.
Inventory change request – Inventory grid and Templates

- For inventory changes, inventory details must be provided. This can be done either using the grid or a template.
- In the grid, provide the mandatory information (marked with asterisk).
- Use “Add” button to add as many inventory items as needed

```
<table>
<thead>
<tr>
<th>Product type*</th>
<th>Serial number*</th>
<th>Services offering name</th>
<th>Effective date*</th>
<th>Reason for cancellation*</th>
</tr>
</thead>
<tbody>
<tr>
<td>Remove</td>
<td></td>
<td></td>
<td></td>
<td>Please select a reason</td>
</tr>
<tr>
<td>Add</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
```

**Note:** if cancellation request is for non-serialized Services, type/serial can be entered as “0000/00000”. 
In order to use the template, download the Inventory details template.

**Notice:** each request type has its own template!

Fill out mandatory field in the template and save in your computer.

**Important notice:** in order to send the template, ensure “Please use ONLY the attached template file to process my request” is marked.

Use “browse” to upload your saved template.
Submitting a request

After submission you will receive an online notification with the request number that will be added to the list of your submitted requests and an email.

Thank you for submitting your request. For reference purposes, please note your request number: CWMUS1533541446126

Your IBM Maintenance request submitted for Test company Enterprise#: CWMUS1533541446126

This document is automatically generated by a service machine. Please do not respond to this e-mail.

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/v2review/cwm/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
My requests dashboard shows you the last activities - default view is Feeds.
### Status of request and email notifications

- **Submitted**: request has been submitted and waiting for IBM representative to manage it.
- **Assigned**: request has been assigned and is awaiting processing. The email notification and the tool will show the name of the IBM representative assigned to.
- **Closed**: request has been completed and close by IBM.
- **Cancelled**: request has been cancelled by IBM. Reason of the cancellation is showed in the request in the tool.

### Maintenance contract and/or inventory changes

#### About your request

<table>
<thead>
<tr>
<th>Request number</th>
<th>CWMUS1547034315697</th>
</tr>
</thead>
<tbody>
<tr>
<td>Request status</td>
<td>Cancelled</td>
</tr>
<tr>
<td>Cancellation reason</td>
<td>Requester did not respond</td>
</tr>
</tbody>
</table>

Email notification will be sent for each of these statuses with a link to redirect to the requests details.
How to update a submitted request

In WRT it is now possible to update a submitted request as long as it is not closed/cancelled. This functionality allows you to send IBM additional comments/attachments.

1. Edit the request that needs to be updated and scroll to the bottom

2. Insert a comment or use the “browse” button to upload attachment(s).

3. Click “Save” to send

Updates are recorded inside the request and available for review in future.