



3600 Steeles Avenue East
Markham, On L3R 9Z7
August 3, 2005

Attention: Service Manager
Subject: New Location IDs for Warranty Claims

Due to the sale of the IBM Personal Computer Division to Lenovo, participants in the IBM Warranty Service Provider Program will be issued a new IBM Business Partner contract Location ID (known as LOCID). New location IDs must be created in order to meet the business and legal requirements that IBM and Lenovo sales and warranty claims be tracked separately.

- If you were authorized as a PC Reseller, your current Location ID will become your Lenovo ID and a new Location ID was assigned for processing claims on IBM products (xSeries, Storage products, Retail systems, IntelliStations, and Printers).

Our warranty systems and processes have been updated to reflect the changes identified above. *Please do not be alarmed if you cannot see your second Location ID at this time. Go to the FAQ's on page 2 for further instructions.*

We request that you start using your new Location ID as soon as it is available. However, we recognize that these required changes may affect some of your processes and procedures. To help facilitate this transition we are taking the following steps:

1. During the period from July 1, 2005 to September 30, 2005 warranty claims for Lenovo Products may be submitted using either your new or old Location ID. The existing terms and conditions of the 2005 Warranty Reimbursement program will remain unchanged.
2. Starting October 1, 2005 your **new** Location ID must be used to submit IBM warranty claims.
3. Please make sure you can access the Lenovo Service and Support Profile Management (SPM) Website (www.lenovo.com/think/spm). The SPM website has already been updated to reflect these new LOCIDs. The new Location IDs are also being added to the appropriate pull-downs on the Eclaim submission screen.

If you have any questions about this letter, please call the IBM Business Partner Support Group At 1-800-505-1855. You may also contact us via email at: wchannel@ca.lenovo.com

Regards,



FAQ's

- Q.** Why were new IBM LOCIDs assigned to IBM PCD Business Partners
- A.** IBM location IDs for IBM Business Partners with PCD contracts were transferred to Lenovo on April 30th when the PCD sale was finalized.
- Q.** Is a newly assigned LOCID immediately operational for a Business Partner?
- A.** Yes. When the new LOCID is posted on the SPM website it is available for use.
- Q.** What will happen if a Business Partner continues to report IBM warranty claims to IBM using a LOCID that transitioned to Lenovo?
- A.** The IBM PCD LOCIDs that transitioned to Lenovo as well as the newly created IBM LOCIDs will both work for a limited period. This temporary measure should alleviate some of the concerns expressed by the Distributors that it would take them some time to update their databases. Performance measurements which are used to determine bonus premiums are calculated based on LOCID. To ensure proper credit you must start using the proper LOCID as soon as possible.
- Q.** What if I cannot see my second LOCID in e-Claim ?
- A.** If you cannot see your second location ID in E-claim please send an e-mail to support@eclaim.com. The email should contain the following information.

First & Last Name
Company Name
Full Address

This e-mail should also indicate the BP's that you are trying to add and should mention the ICA# that you wish the BPID to be added to (an example is ICA0107x)