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.
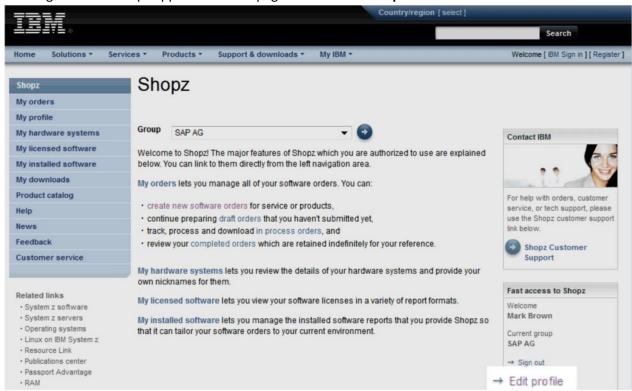
Where will my new Customer Account Numbers be Displayed in the Shopz and RAM Applications?
In general, your new customer account number will be displayed in all of the same places where your previous customer account number was displayed in the Shopz and RAM applications.
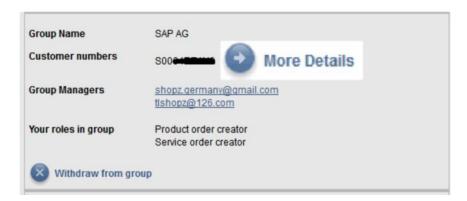
Additionally, you can use the following facility within Shopz to view your current and previous customer account numbers as follows:
1. Login to the Shopz application with your IBM ID.

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

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

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

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.