Dear Customer:

You should have received an announcement from IBM informing you that we are altering some internal processes which will result in a change to your Customer Number. If you did not receive the announcement letter you can find it here:

English announcement: http://www-304.ibm.com/businesscenter/cpe/download0/241171/bol_letter_de_en.pdf

German announcement: http://www-304.ibm.com/businesscenter/cpe/download0/241176/bol_letter_de.pdf

What is changing for the Shopz and RAM Applications?

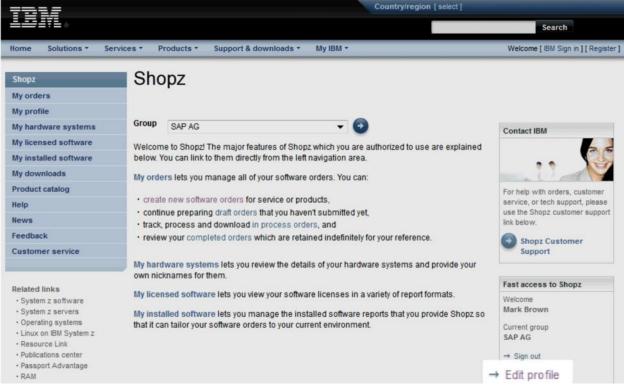
Based on the above announcement, the Shopz and RAM applications will be modified to make use of the new 10-digit customer account numbers that have been allocated to all of our customers. These customer account numbers will replace previous customer account numbers used in the Shopz and RAM applications. 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?

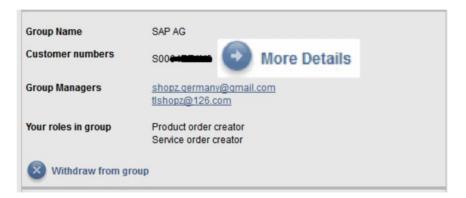
In general, your new customer account number will be displayed in all of the same places where your previous customer account number was displayed in the Shopz and RAM applications.

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.

