

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'

The screenshot shows the IBM Shopz application interface. At the top, there is a navigation bar with the IBM logo, a search bar, and a 'Country/region [select]' dropdown. Below the navigation bar, there is a main menu with options: Home, Solutions, Services, Products, Support & downloads, and My IBM. The main content area is titled 'Shopz' and features a sidebar on the left with a list of navigation options: My orders, My profile, My hardware systems, My licensed software, My installed software, My downloads, Product catalog, Help, News, Feedback, and Customer service. The main content area displays a welcome message: 'Welcome to Shopz! The major features of Shopz which you are authorized to use are explained below. You can link to them directly from the left navigation area.' Below this, there is a 'Group' dropdown menu set to 'SAP AG'. The page lists several features: 'My orders lets you manage all of your software orders. You can: create new software orders for service or products, continue preparing draft orders that you haven't submitted yet, track, process and download in process orders, and review your completed orders which are retained indefinitely for your reference.' Other features include 'My hardware systems lets you review the details of your hardware systems and provide your own nicknames for them.', 'My licensed software lets you view your software licenses in a variety of report formats.', and 'My installed software lets you manage the installed software reports that you provide Shopz so that it can tailor your software orders to your current environment.' On the right side, there is a 'Contact IBM' section with a photo of a woman and text: 'For help with orders, customer service, or tech support, please use the Shopz customer support link below.' Below this is a 'Shopz Customer Support' button. At the bottom right, there is a 'Fast access to Shopz' section with a 'Welcome Mark Brown' message, 'Current group SAP AG', and a 'Sign out' button. A prominent 'Edit profile' button is located at the bottom right of the page.

3. Click the 'More details' button.

Group Name SAP AG

Customer numbers S00[REDACTED] [More Details](#)

Group Managers shopz_germanv@gmail.com
tshopz@126.com

Your roles in group Product order creator
Service order creator

[Withdraw from group](#)

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

IBM Software Shopz - IBM Customer Number Detail...

ibm.com Go to a Website

IBM Shopz

IBM Customer Number Detail Information

Current IBM Customer Number(s)	Previous IBM Customer Number(s)
S00[REDACTED]	15[REDACTED]

The Current IBM Customer Number(s) are the customer number(s) that you will use to place your Shopz orders.

The Previous IBM Customer Number(s) are the customer numbers that IBM used to migrate your information for Shopz ordering.

Please refer to the Shopz Help page for more details.

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.

Country/region [select]

IBM Search

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Shopz

- Product catalog
- Help
- News
- Feedback
- Customer service**

Related links

- System z software
- System z servers
- Operating systems
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- Resource Link

Shopz

Shopz access:
New controls put the master key in your hands
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Fast access to Shopz

- Sign in for registered users
- New user registration

You must sign into this application, even if you have already signed into IBM.com on the masthead.

Shopz is the online solution for ordering and delivery of System z software. Shopz is used by customers worldwide to plan, place, and track orders, 24/7.