

Announcement letters

IBM Point of Sale 2004 competitive replacement incentive

IBM United States Business Partner Announcement 504-022

February 3, 2004

The offer

Eligible IBM Point of Sale (POS) Business Partners can receive a quarterly incentive payment when they acquire, for a qualifying new IBM POS End User*, eligible new IBM SurePOS™ 700 products to replace installed competitive products.

To qualify as a new IBM POS End User, IBM POS products must not already be installed in the End-User location on the date of the IBM SurePOS 700 invoice to the End User.

The amount of the quarterly incentive payments will be based upon the number of IBM SurePOS 700 products invoiced to qualifying End Users during the quarter as follows:

Number of SurePOS products invoiced	Quarterly incentive payment
25 -- 50	\$1,000 USD (\$1,333 CDN)
51 -- 99	\$3,000 USD (\$4,000 CDN)
100+	\$7,000 USD (\$9,333 CDN)

For a list of eligible products, refer to the Qualifying/Eligible products section.

* as defined in the IBM Business Partner Agreement

Start and/or end dates

End-User invoices/bills of sale must have a date of on or after January 1, 2004, but no later than December 31, 2004.

Who is eligible?

The following IBM Business Partners are eligible for this incentive:

- Solution Providers who acquire products directly from IBM
- Solution Providers who acquire IBM products from IBM Business Partner — Distributors

IBM Business Partner — Distributors are responsible for making their IBM Business Partner — Solution Providers aware of this incentive.

IBM Business Partners who are operating under the Solution Provider — Complementary Marketing or Systems Integrator — Complementary Marketing terms are not eligible for this incentive.

Where is it available?

This incentive is available only in:

- the United States (including Puerto Rico)
- Canada

This incentive is not available in Caribbean North countries.

Qualifying/Eligible products

Eligible products

Description	Machine type	Model
IBM SurePOS 700	4800	781

Additional information/conditions

End-User invoices/bills of sale must be dated according to the following schedule to qualify for a quarterly incentive payment:

2004 Quarter	End-User invoice/bill of sale date
1st	January 1, 2004 -- March 31, 2004
2nd	April 1, 2004 -- June 30, 2004
3rd	July 1, 2004 -- September 30, 2004
4th	October 1, 2004 -- December 31, 2004

In order to qualify for a quarterly incentive payment, you must have invoiced qualifying new IBM POS End User(s) for a minimum of 25 IBM SurePOS 700 units in the quarter. If the minimum number of units is not reached in a quarter, the quantity (less than 25) that was invoiced in the quarter will not be carried over to the next quarter.

IBM reserves the right to modify or withdraw this incentive at any time.

This incentive is subject to the terms and conditions of any applicable Agreements.

In Canada, you are responsible for all applicable taxes such as Goods and Services Tax (GST), Quebec Sales Tax (QST), and other sales or value-added taxes which are extra.

Ordering information

Follow normal ordering procedures for this incentive.

In Canada, orders are to be submitted to your Customer Support Representative (CSR) within IBM Business Partner Support Operations (BPSO).

Can this offer be combined?

This incentive can be combined with applicable discounts on the eligible products that are specified in the Business Partner Exhibit of the IBM Business Partner Agreement. It does not, however, apply to internal use or demonstration/development acquisitions.

Need help?

Questions pertaining to this incentive should be directed to PartnerWorld® Contact Services at 800-426-9990.

Trademarks

SurePOS is a trademark of International Business Machines Corporation in the United States or other countries or both. PartnerWorld is a registered trademark of International Business Machines Corporation in the United States or other countries or both.

Other company, product, and service names may be trademarks or service marks of others.

Payment request form (504-022)

IBM Point of Sale (POS) competitive replacement incentive

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Qualifying/Eligible products

Eligible products

Description	Machine type	Model
IBM SurePOS 700	4800	781 741 721 C41

Terms and conditions

1. The quarterly incentive payment is valid only for eligible hardware purchases made according to the following schedule:

2004 Quarter	End-User invoice/bill of sale date
1st	January 1, 2004 -- March 31, 2004
2nd	April 1, 2004 -- June 30, 2004
3rd	July 1, 2004 -- September 30, 2004
4th	October 1, 2004 -- December 31, 2004
2. As proof of purchase, send copies of End-User invoices/bills of sale for the eligible products to the IBM Redemption Center at the address listed below.
 - End-User invoices/bills of sale must be either typewritten or computer generated and must include machine type, model, and serial number. Handwritten or altered documents will not be accepted.
 - The name and company appearing on this form must match the information provided on the invoice/bill of sale.
3. To qualify for an incentive payment, this signed form, along with requested documentation, must be received within 30 days of the end of the quarter for which the incentive payment is being claimed, at:

IBM Corporation
Redemption Center — 5th Floor Lakeside Building
4111 Northside Parkway
Atlanta, GA 30327

Attn: IBM Point of Sale (POS) Competitive replacement incentive
Fax: 866-320-1685
E-mail: incent@us.ibm.com

To check the status of a rebate request, send an e-mail to the IBM Redemption Center and reference the "IBM Point of Sale (POS) competitive replacement incentive" in the subject line.

4. Any payment request forms lost or misdirected by the Postal Service or other delivery service are not the responsibility of IBM or the IBM Redemption Center.
5. Allow up to eight weeks for your check/cheque to arrive.
6. This incentive is void wherever prohibited or restricted by law.
7. IBM reserves the right to modify or withdraw this incentive at any time.

Complete the following information

New End-User name

Address

2004 Quarter (1, 2, 3, or 4) _____
Eligible POS products acquired in the quarter:

Machine type	Model	Number of machines
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4800	_____	_____
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4800	_____	_____
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Total number of machines acquired _____

Competitive vendor replaced _____

Contact information

Name (print clearly): _____

Company (if appropriate): _____

Address: _____

Mailing address (if different): _____

City: _____ State/Province: _____

Zip/postal code: _____

E-mail address: _____

Daytime phone: _____

Business Partner name (if applicable): _____

At your option, your check/cheque can be made payable to someone else, such as, an Authorized IBM Distributor. Provide the appropriate information below. If you choose this option, you still must sign this form in order for the rebate to be processed.

Make check/cheque payable to: _____

Contact name: _____ Daytime phone: _____

Address: _____

City: _____ State/Province: _____

Zip/postal code: _____

Certification

I certify by my signature that my End User acquired the IBM SurePOS 700 products to replace installed products manufactured by the competitor listed above. In addition, prior to the acquisition of the IBM SurePOS 700 products, my End User did not have any IBM POS equipment installed at the End-User location.

I certify by my signature that I am in compliance with the terms and conditions of this incentive, and that all of the information I have entered on this payment request form is accurate, complete, and in accordance with the payment request instructions.

Signature: _____ Date: _____

Name (please print): _____

Title and company name: _____