



IBM Warranty Service Program

Service and Support Guide (SSG)

Canada

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This document is solely for the use of participants in the IBM Warranty Service Program

Table of Contents

1	IBM Warranty Service Program	4
2	Definitions	4
3	Service Provider Requirements.....	5
4	Program Fees	6
4.1	AWSP and WSSM	6
4.2	IWP	6
5	Education Requirements.....	6
6	Minimum Performance Criteria	6
7	Program Benefits	7
7.1	Pay for Performance (PFP) – AWSPs Only.....	Error! Bookmark not defined.
7.2	2009 Premier Status - AWSP Only.....	7
7.3	Warranty Reimbursements.....	7
8	Warranty Claims.....	8
8.1	Entitlement and Eligibility	8
8.2	Proof of Purchase.....	8
8.3	Claims Submission.....	8
8.4	Multiple Claims	9
9	Parts Information	9
9.1	Return Parts Process	9
9.2	Enhanced Access Program for Emergency Part Orders	11
10	Optional Features	11
11	Warranty Policies	11
11.1	Statement of Limited Warranty	11
11.2	Warranty Period.....	11

12	Education and Training Requirements.....	12
13	Support and Resources	12
13.1	Business Partner Warranty Support Center (BPWSC) – 800-426-7299 Option 2	12
13.2	IBM Technical System x/BladeCenter Support Centre–800-426-7299 Option 1	13
13.3	PartnerWorld – 800-426-7299 Option 5	13
13.4	Other Support and Resources under 800-426-7299	13
13.5	POS Products.....	13
14	Warranty Claim Service Types	14
15	IBM Record Retention.....	14
16	Revisions and Updates	15

1 IBM Warranty Service Program

The IBM Warranty Service Program (WSP) enables eligible entities to perform warranty service on selected IBM products. This document contains the program definitions, requirements, and benefits of the WSP.

2 Definitions

Approved Warranty Service Provider (AWSP) – an IBM Business Partner with a valid and active contract to resell selected IBM products and/or actively providing warranty service for IBM customers

Approved Service Technician – a technician who has completed all the required training and works for a Service Provider.

Business Partner Warranty Support Center (BPWSC) – IBM Resource to assist the SP

Customer Replaceable Unit (CRU) – parts designated by IBM as customer installable.

Customer Satisfaction (CSAT) – satisfaction percentage level based on a telephone survey done on behalf of IBM with the SPs' customers to whom service was provided

End User – anyone, who is not part of the Enterprise of which you are a part, who uses Services or acquires Products for its own use and not for resale

Enterprise – any legal entity and the subsidiaries it owns by more than 50%

Field Replaceable Unit (FRU or CRU N) – parts designated by IBM that can only be installed by an Approved Service Technician

First Time Fix (FTF) – repair action that resolves a Machine problem when there has been no warranty claim for the same machine during a time period specified by IBM (currently 30 days)

IBM Distributor - a company who acquires Machines and Options directly from IBM and offers such acquired Machines and Options only to an IBM Reseller

Independent Warranty Provider (IWP) – a customer designated third party service organization who has a valid and active contract with IBM to perform warranty service for a specific IBM customer.

Labour Only Claims – a hardware warranty activity that did not require a replacement part

Location ID (Locid) – a 7 alphanumeric character designation assigned by IBM when the original IBM contract is signed.

Machine – an IBM machine, its features, conversions, upgrades, elements, accessories or any combination of them. It does not include software programs whether pre-loaded, installed subsequently or otherwise

Optional Features (Options) - a hardware part, usually sold separately, not included in the original bill of material for a Machine

Parts per Machine (PPM) – The number of parts used on a single machine serial number within any 30-day period

Performance Index (PI) – Number calculated by a formula that is a weighted average of first time fix and Parts Per Machine or PPM.

Point of Sale (POS) – Intel based computer systems that are generally used by retailers in their customer check-out lanes. The systems may be cashier operated or for customer self service.

Proof of Purchase (POP) – proof of warranty entitlement maintained by the customer

Quality Service Premium (QSP) – a value derived for an AWSP at a Company ID level by comparing the company's performance to a predefined set of values in order to determine the company's performance premium.

Standard Maintenance Part – any replacement part approved for use for IBM purposes

ServiceBench – Internet application that provides both IBM and the SPs with the capability to monitor and manage warranty claims and IBM required technician education/training.

Service Provider (SP) – AWSP, WSSM or IWP

Valid Claim – claim submitted, processed and paid by IBM for approved warranty service provided by a SP

Warranty Period – the duration of the warranty (as set forth in the Warranty Lookup link located under Related Links on the left side of the screen) which starts on the machine's Date of Installation. The date on the sales receipt is the Date of Installation unless IBM or a BP informs a customer otherwise

Warranty Service Self-Maintainer (WSSM) – Customer who has own internal support structures to perform warranty service on IBM products they own and/or use and has a valid and active contract to do so.

3 Service Provider Requirements

- Ensure service is performed by personnel trained to IBM standards, consistent with IBM's service terms
- Have internet and email capabilities
- Meet all training, certification and re-certification requirements as identified by IBM

- Submit only valid warranty reimbursement claims
- Retain records for three years, by location, of each warranty claim you submit
- Maintain adequate tools, test equipment and current technical information to provide warranty service
- Use only IBM parts when performing warranty service unless otherwise agreed to by IBM in writing
- Maintain record details (current contact names, addresses, phone numbers and trained service personnel) in the company profile in the ServiceBench Internet application
- Achieve the minimum yearly service activity level as described below in Section 6
- Maintain the minimum quarterly performance requirements as described below in Section 6
- Maintain IBM Warranty Service approval status and capability
- Accept applicable IBM agreement

4 Program Fees

4.1 AWSP and WSSM

There is no fee to participate in the IBM Warranty Service Program.

4.2 IWP

There is a nonrefundable startup fee of \$5,000 required to participate in the IWP Program. In addition, there is an annual renewal fee (per calendar year) of \$2,500

5 Education Requirements

Technicians must complete and keep up to date with the training requirements specified in the IBM SP Training Overview in order to be entitled to reimbursements for the service provided. Yearly re-certifications may be required. See Section 12 for more information.

6 Minimum Performance Criteria

Each SP service location (i.e. each Locid assigned to a SP) must meet the following performance measurements:

Item	Minimum Criteria	Measurement Period	Applicability
Parts Per Machine	1.5	Quarterly	AWSP, WSSM & IWP
First Time Fix	85%	Quarterly	AWSP, WSSM & IWP

Table 6-1

SP service locations that fail to meet the criteria specified above are reviewed by IBM, who shall decide in its sole discretion whether or not to decertify a service location.

7 Program Benefits

7.1 Pay for Performance (PFP) – AWSPs Only

Consistent with IBM's commitment to customer satisfaction and quality service, the WSP incorporates a Pay for Performance (PFP) program that provides a premium to those AWSPs who provide the highest levels of quality service.

The PFP bonus payment is a percentage of the AWSP's warranty labor reimbursement for the quarter based on warranty service and labor only claims. Travel reimbursement is not included in the calculation.

Claims	PI	Quality Service Premium (QSP) is:
10	9.6	75%
5	9.3	40%
3	9.1	20%

Table 7-1

These measurements are calculated quarterly and the Pay for Performance reimbursements are paid each quarter for the previous quarter.

7.2 2009 Premier Status - AWSP Only

AWSPs who meet at least one of the criteria specified in the following table achieve the status of Premier.

Item	Measurement Period
150 or more warranty claims per calendar year	2009
30 to 149 claims with minimum of 1 claim in High End or BladeCenter Brand or minimum of 2 PFP quarters	2009
50 or more claims and 2 or more PFP quarters	2009

Table 7-2

7.3 Warranty Reimbursements

IBM reimburses SPs for warranty service based on the machine type and CRU/FRU status of the failing part. All warranty reimbursements can be found on ServiceBench under My News.

8 Warranty Claims

8.1 Entitlement and Eligibility

Each warranty claim is checked for entitlement as it is processed. If IBM's database indicates the machine is out of warranty or no entitlement record is found, the claims administrator will receive a message that proof of purchase is required. If the customer's invoice or sales receipt indicates a warranty expiration date different than IBM records indicate, the valid proof of purchase documentation is the final authority, and must be submitted to IBM with the claim.

8.2 Proof of Purchase

If a valid proof of purchase is necessary to verify reimbursement eligibility then the following documents shall qualify:

A. For IBM products sold to End Users, a sales or cash register receipt showing:

- The IBM Business Partner name and address
- The end-user product purchase/delivery date, as this date is the start of the warranty period
- Invoice/transaction number. A unique control number that you use for each sales transaction. (Not required for cash register or credit card receipts)
- Machine serial numbers and product description. If your invoicing system does not automatically print serial numbers, you must hand write the serial number on the original receipt, sign and date it
- Name and address of your customer (not required for cash register or credit card receipts)

B. For products not yet sold to End Users, proof of purchase documents would include:

- A copy of the IBM invoice showing your purchase from IBM
- Franchised locations may submit a copy of the documentation showing inventory transfer from the franchised headquarters location to your location.
- Approved Value Add Remarketers (VARs) may show documentation from an approved distributor.

Note: If an IBM Business Partner sells products to a leasing company, that transaction (proof of purchase) is required for warranty processing. The leasing agreement or the invoice to the end-user is not valid to support warranty claims to IBM.

8.3 Claims Submission

Warranty claims must be submitted within an IBM specified time period (currently 10 days) after the warranty service date in order to qualify for labour reimbursement.

8.4 Multiple Claims

Multiple warranty repairs on the same machine serial number within an IBM specified time period (currently 30 days) are considered repeat warranty repairs. Labour reimbursement is based on the highest level of warranty service performed.

9 Parts Information

Replacement parts for warranty service are ordered via ServiceBench. Transportation charges both ways within Canada are paid by IBM. Parts are scheduled based on the warranty service level of the machine and part availability. Same day shipment for next day delivery of available parts is provided for claims submitted by 4:00 p.m. local time.

The SP agrees that IBM parts are ordered for use only in support of IBM warranty and service.

9.1 Return Parts Process

Parts showing a "Requires Return = Y" status in ServiceBench must be returned to IBM.

The returned part must:

- Be packaged individually (i.e., one part per box)
- Match the part number (or equivalent as determined by IBM) ordered on the claim in ServiceBench
- Be free of damage caused by abuse
- Not be cannibalized
- Not previously reworked by a third party vendor
- Contain all components originally shipped with the part

The returned part is inspected by IBM.

IBM will pay for the return shipping charges done through Purolator Courier.

The IBM account and Ship To details are as follows:

Account # 7565581

IBM Canada Limited1
4175 14th Ave Module 1
Markham, Ontario.
L3R 5R5
Attention: Warranty Processing

You can use their Quick Ship feature through <http://www.purolator.com> or call them at 1-888-744-7123. You must check "collect" on the order. IBM will not reverse the charges after the fact.

To ensure tracking and the receipt of the defective warranty part, the SP must ensure the IBM claim number (EWT....) appears on the return label. Keep the return waybill number for your records.

Every warranty parts order ships with an Automated Parts Order Form (APOF) that contains important parts handling information (see sample APOF PDF for locations):

1. The UPR Flag: This indicates whether or not the return of the defective warranty part is required. If there is an "R" - or any other character - in this column, the defective warranty part must be returned to properly close the claim. If the field is blank, the warranty part is not returnable and may be disposed of locally.
2. The ServiceBench Claim Number:(in the format EWTxxxxxx) This is the warranty claim number generated by ServiceBench and used in warranty claim tracking. IBM also uses this to number to track outstanding warranty parts returns.
3. The APOF Number: This is the parts order number generated by IBM. IBM also uses this to number to track outstanding warranty parts returns.
4. The Work Order Number: If you assign your own internal work order number to warranty claims, and if you enter this into the ServiceBench order screen, this number appears here. This number is your own internally generated number. Although IBM collects this information in ServiceBench if provided, it is not used for tracking outstanding warranty parts returns. This number is not required.

In addition to the APOF form, each parts shipment should also have a set of small, white stickers for each part. As shown below, these stickers correspond to the APOF line item detail. There will be one sticker per part, showing the part shipped, the associated APOF number and the appropriate UPR code indicating whether or not the part is deemed returnable. These stickers should be attached to the outside of the shipping box used to return the defective warranty part.

If the UPR field is BLANK, it is not necessary to return the warranty part or use the sticker

1.		APOF #	
PN-N° PIÈCE	ORDER NO. N° DE COMMANDE	PN-N° PIÈCE	ORDER NO. N° DE COMMANDE
012P4064	412345	074R1234	412345
QTY.-QUANT.	NAME-NOM	QTY.-QUANT.	NAME-NOM
001	OVERTHRUSTER	001	BIOS GREASE
LOC.-EMPLACEMENT	R/G-R/V	LOC.-EMPLACEMENT	R/G-R/V
101101	R	101102	R
BO.-SUCC.	UPR-PUR	BO.-SUCC.	UPR-PUR
	R		
	CE-ET		CE-ET
	OL-EXT.		OL-EXT.
	RETURNABLE		SCRAP

If a SP receives a defective warranty part from IBM, both the original claim and replacement claim will be paid as long as the second claim is submitted as a DOA claim within 10 days after the "submitted date" on the original warranty claim.

If required, a defective warranty part must be returned within 30 days of the shipment from IBM. Failure to do so will result in the SP being charged the current retail price for the part, a \$10 transportation & handling fee. The labour (and travel, if appropriate) payment will only be made after the invoice for the part has been paid.

9.2 Enhanced Access Program for Emergency Part Orders

During the standard warranty period, replacement warranty parts are scheduled for next business day delivery. If a customer has a Servicepac on their machine for a faster service time they must contact IBM SERVE at 800-IBM-SERV.

To access our Enhanced Access Program for our fee-based special handling for parts offerings please contact them at: 800-426-7299 option 5 during regular Enhanced Access hours (Monday-Friday) 8:30am to 6:00pm eastern standard time. For after hours requests please call the Toronto Parts Centre at 1 800 363 2594 option 4, option 1 to confirm Enhanced order status. The program details are listed under My News in ServiceBench.

10 Optional Features

IBM Optional Features purchased on or after the purchase date of the IBM machine assume the warranty period of the IBM machine or the warranty period for the added feature option, whichever is greater. During the warranty period of the IBM machine, a SP may service Optional Features under the warranty service available for the IBM machine. The level of service provided after the machine warranty has expired, but while the Optional Feature warranty period is still in effect, will be as specified in the announcement and Warranty Service Support Category for the Optional Feature.

For any claims submitted for Optional Features, a Proof of Purchase (POP) is required (see details in Section 8.2).

11 Warranty Policies

11.1 Statement of Limited Warranty

IBM's obligations regarding its machines' warranties are as provided in the IBM Statement of Limited Warranty (SOLW) or the IBM agreement under which the Machine was acquired. Customers are entitled to the warranty service as specified in these documents. Active SPs are approved by IBM to perform the warranty services defined by the SOLW. SPs should be familiar with the information contained in the SOLW in order to ensure that they are properly fulfilling their obligations under the terms and conditions of the SOLW. To view and/or download the SOLW go to URL

www.ibm.com/systems/support/machine_warranties

11.2 Warranty Period

Warranty periods vary depending on the product type. To view current warranty periods, go to URL

<https://www.ibm.com/systems/support/supportsite.wss/warrantyform?brandind=5000008>

12 Education and Training Requirements

In order for Service Providers to be eligible for reimbursements for FRU (CRU N) level warranty service they provide on IBM products, there are education and training requirements that must be met by the servicing technicians. The required training must be completed using the most current version of each course required unless IBM has announced that earlier versions are acceptable. Typically, there is a 90 day period for completing course updates and/or new requirements before the down-level course becomes obsolete and no longer satisfies the training requirements. IBM reserves the right to change the training requirements at any time.

Training certification is not required in order to be eligible to receive reimbursements when performing warranty service on CRU1 or CRU2 parts. Testing for the non-classroom courses is done on the IBM Warranty Service Training site at

<http://www.ibm.com/services/weblectures/awsp>.

If you are not registered, go to the site and click “Help” on the left side for details on getting access. Once you are signed on, Training Overview shows the requirements and the Training Roadmap shows the required training by Machine Type. Both of these documents can be found on the training site and in the ServiceBench News items.

If you have questions regarding training and education, contact the BPWSC at:

800-426-7299, Option 2, or
Send an email to bpwsc@us.ibm.com

13 Support and Resources

As a Service Provider, you will have access to many resources to assist you in providing quality warranty service to your customers. Once you become a Service Provider, a Warranty Service Consultant will be available for your more complex warranty service questions and concerns. The consultant will also monitor your warranty service performance and provide help and assistance to ensure you provide the highest level of quality to your customers.

13.1 Business Partner Warranty Support Center (BPWSC) – 800-426-7299 Option 2

BPWSC can assist you with your questions regarding service programs, policies and practices. The BPWSC is available Monday through Friday 9:00 a.m. to 5:00 p.m. Eastern Time. Alternatively, you can contact them by email at bpwsc@us.ibm.com. The BPWSC can provide you assistance with warranty questions including:

- Warranty Operations Management
- ServiceBench operations and claims questions
- Information on IBM policy & business practices (agreement & service policies)
- Warranty Start Up and training requirements
- Warranty and/or post warranty issues (claim rejections, parts returns)
- Special exception activity
- Non-technical issues concerning service
- Parts availability and claims escalation

There are occasions when replacement parts are not available for next day delivery due to supply constraints. If a customer situation arises at your location that requires priority filling of the order when part stock becomes available, you may request your order be upgraded. Each request is reviewed individually.

13.2 IBM Technical System x/BladeCenter Support Centre–800-426-7299 Option 1

The IBM System x/BladeCenter Support Centre is available Monday through Friday 9 a.m. to 6 p.m. Eastern Time. In addition to remote support, the IBM System x/BladeCenter Support Centre product specialists will determine if on-site or engineering assistance is needed. There is no charge for voice technical assistance on warranty issues.

The IBM System x/BladeCenter Support Centre can assist you with:

- Problem determination and identification
- General service procedures
- Solutions to hardware/software failures from the most common to more complex issues
- Performing IBM required engineering changes (ECAs)

When calling the IBM Support you will be prompted to enter the following:

- Your 6 digit customer number
- 4 digit machine type

13.3 PartnerWorld – 800-426-7299 Option 5

IBM PartnerWorld is your focal point for marketing questions, issues and opportunities related to the IBM products. PartnerWorld is available Monday through Friday 9:00 a.m. to 7:00 p.m. Eastern Time.

13.4 Other Support and Resources under 800-426-7299

- Option 3 Post-warranty part ordering and support
- Option 4 To purchase parts or to upgrade a part order using the enhanced access and delivery program
- Option 5 Information concerning warranty programs or service training.

13.5 POS Products

Support can be found at the following website

<http://www2.clearlake.ibm.com/store/support/>

14 Warranty Claim Service Types

Correct usage of Service Types when placing claims is critical to IBM's quality tracking processes, reimbursements for services, and the compilation of performance metrics. Following are Service Types and a description of when each should be used, and any special requirements.

Type	Description
Standard Warranty	Used to report defects during the IBM product warranty on customer-owned IBM products. This type service covers most warranty situations.
DOA Service Part (Defective parts received from IBM)	Replacement of a warranty part that was received defective on arrival (DOA) from IBM. The claim must be submitted within 10 days of the original warranty claim using the original machine type, serial number and part number from the original claim.
New Options Warranty	Warranty on options not in a product under warranty. Proof of purchase is required to validate entitlement.
Engineering Change Announcements (ECAs)	Used only for special warranty programs pertaining to ECAs.
Labour Only Claims	Used when no part is required to perform the required warranty service

Table 14-1

15 IBM Record Retention

The ServiceBench system maintains warranty claim information for a minimum of three years. When properly documented on ServiceBench, no additional record retention is required. Warranty claims must include:

- Date the warranty service was performed
- Name and address of the customer, (including company name).
- List of the warranty part(s) replaced
- Serial Number and machine type/model of the repaired product
- Technician who performed the work, AND
- A problem description and if appropriate, comments. (This description must support the claim including any parts used).
- If not fully documented on ServiceBench as described above, copies of warranty claims and supporting documentation must be maintained at the submitting Service Location for a period of three (3) years from the warranty claim submission date. This documentation must be made available to IBM upon request.

16 Revisions and Updates

IBM may change the Warranty Service Provider Service Support Guidelines at its sole discretion on one month's notice. The most current version of these Guidelines and additional information related to Warranty Service can be found at <http://ServiceBench.com>.