



שלבנים לרישום ServicePac

מייל ראשוני אשר מגיע אל הלקוח

Dear Customer,
Thank you for purchasing IBM ServicePacs for service on your IBM Products.

This e-mail contains information for **Authorization number: 0040185998**
PIN Code: **640064**
Purchase Order Number: 200243
The ServicePacs were ordered on: 2005-05-08

Authorization Number
Pin Code Number

It is imperative that this e-mail is provided to the person responsible for the ServicePac registration process described in this e-mail.

It is ESSENTIAL that the reseller ensures that the customer is notified that the ServicePac MUST be registered using the instructions in this e-mail. THE CUSTOMER WILL NOT RECEIVE THE PURCHASED SERVICE UNLESS THE REGISTRATION PROCESS IS FOLLOWED AND COMPLETED.

IBM ENCOURAGES THE RESELLER TO ASSIST THE CUSTOMER WITH THE REGISTRATION PROCESS. This will ensure that the customer receives the actual service that they have purchased.

To register your ServicePacs, please complete the following:


- 1) Access the internet by using your Internet Service Provider (ISP).
- 2) Follow the registration instructions at the registration WebSite by using the link below:

<http://www.ibm.com/servicepac?countryNumber=755&languageId=en&contractNumber=0040185998&pinCode=640064>

- 3) Read and accept the Terms and Conditions.

לינק לאתר הרישום

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[Online ServicePac registration](#)

Related links:
[IBM ServicePac](#)

Terms and Conditions

Please review the Terms and Conditions for the ServicePac in your order and indicate whether you accept or decline them. Use the navigation aids on this page to go to specific sections.

Use the "printable version" link at the bottom of this page, for a printer-friendly version of the Terms and Conditions.

To [Accept](#) and [Decline](#) buttons

Terms and Conditions

IBM SERVICEPAC MAINTENANCE SERVICE AGREEMENT

NOTICE : PLEASE CAREFULLY READ THE FOLLOWING TERMS UNDER WHICH IBM WILL PROVIDE SERVICEPAC SERVICE TO YOU. IBM WILL PROVIDE THIS SERVICE TO YOU ONLY IF AND 1) YOU ACCEPT THE TERMS OF THIS AGREEMENT, AND 2) YOU COMPLETE THE ACTIVATION PROCESS.

You accept the Service by clicking the "I Agree" button at the end of this Agreement.
If you do not wish to accept these terms, you may click the "I Disagree" button, and you will not be registered for the Service. In this case, contact your remarketer who will refund your money.

WHAT THIS AGREEMENT COVERS
 This "IBM ServicePac Agreement", its appendices and the activation confirmation are the complete and exclusive agreement (called "Agreement") regarding the performance of the IBM Warranty Service Upgrade, the IBM Base Maintenance Service and the IBM Maintenance Service Upgrade (called "Service") by IBM, and replace any prior oral or written communications between you, your IBM reseller or IBM regarding such performance.

עמוד ראשון באתר הרישום (המשך)

Agreement, we are unable to perform Services on your machine(s) due to its condition)

Please select from the following options:

Accept

By pressing this button you accept the Terms and Conditions for all the ServicePac(s) in your order, your response will be recorded, and the unique acceptance number will be displayed on the next screen.

I am the Customer, or I am authorised on behalf of the Customer, to accept the Terms and Conditions for the IBM ServicePac in this order.

Note: Once you accept the Terms and Conditions for these ServicePac(s), your money will not be refunded.

 [I accept the Terms and Conditions](#)

לחיצה על **I accept Term and Conditions**

Decline

By pressing this button you decline the Terms and Conditions for all the ServicePac(s) in your order, your response will be recorded, and the unique decline number will be displayed on the next screen.

I am the Customer, or I am authorised on behalf of the Customer, to decline the Terms and Conditions for the IBM ServicePac(s) in this order.

 [I decline the Terms and Conditions](#)

If you have any feedback or questions, please send us an e-mail at EPACIL@il.ibm.com

 [Printable version](#)

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Online ServicePac registration

Related links:
IBM ServicePac

Terms and Conditions

Accept

Thank you for accepting the Terms and Conditions of the ServicePac(s) in your order. Your acceptance reference number is: 00401859982005-05-25 10:13:55.395000A

Continue with ServicePac Registration

← **לחיצה על Continue**

If you have any feedback or questions, please send us an e-mail at EPACIL@il.ibm.com

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Related links:

[IBM ServicePac](#)

Contact information

Please provide the following information, so we may contact you to resolve any questions or errors relating to this registration.

Note: the sequence of the following screens are driven by your registration, therefore please avoid using the browser "back" and "forward" buttons. Navigation Aids are provided by the registration tool wherever applicable. Thank you.

Completion of all fields marked with an asterisk (*) is required.

Contact information

Company name	<input type="text"/>	←
* Address	<input type="text"/>	←
* City	<input type="text"/>	←
* Zip/Postal Code	<input type="text"/>	←
* Country	<input type="text"/>	←
* First name	<input type="text"/>	←
* Last name	<input type="text"/>	←
* Telephone number	<input type="text"/>	←
Fax number	<input type="text"/>	←
* E-mail address	<input type="text"/>	←
* Re-enter e-mail address	<input type="text"/>	←
* IBM Business Partner Name	<input type="text"/>	←

שם הלקוח / חברה

כתובת הלקוח / חברה

עיר

מיקוד

מדינה

שם פרטי

שם משפחה

מס' טלפון

מס' פקס

כתובת דואר אלקטרוני

כתובת דואר אלקטרוני בשנית

הספק ממנו נרכשה החבילה

This data may be used by IBM or selected organisations to provide you with information about other offerings. To receive this via e-mail {or fax}, check the first box below. Alternatively, if you would prefer not to receive such information by any means, check the second box.

Contact information

Company name	<input type="text"/>
* Address	<input type="text"/>
* City	<input type="text"/>
* Zip/Postal Code	<input type="text"/>
* Country	<input type="text"/>
* First name	<input type="text"/>
* Last name	<input type="text"/>
* Telephone number	<input type="text"/>
Fax number	<input type="text"/>
* E-mail address	<input type="text"/>
* Re-enter e-mail address	<input type="text"/>
* IBM Business Partner Name	<input type="text"/>

This data may be used by IBM or selected organisations to provide you with information about other offerings. To receive this via e-mail {or fax}, check the first box below. Alternatively, if you would prefer not to receive such information by any means, check the second box.

- Please use e-mail or fax to send me information about other offerings.
- Please do not use this data to send me information about other offerings.

Continue with ServicePac Registration



המשך עמוד שני
באתר הרישום

לחיצה על Continue

Registration Processing

This page allows you to perform the ServicePac registration and/or corrective actions.

Correcting Errors

If you have been notified about an error by e-mail, the information can be corrected at this time.

Registration

Use "File" or "Form" link (if displayed), to REGISTER your ServicePac.

Use "Overview" link (if displayed), to VIEW registered ServicePac information (of this order) and related status.

Please be advised that the response times may vary depending on the size of the registration.

ServicePacType	Status	Form	File	Overview
Warranty and Maintenance Upgrade	To be registered	Form	File	Overview

Form

לחיצה על

Continue with ServicePac Registration

If you have registered all or part of this order and would like to know how to place a request for service, please click the continue button.

Note: the sequence of the following screens are driven by your registration, therefore please avoid using the browser "back" and "forward" buttons.

Navigation Aids are provided by the registration tool wherever applicable. Thank you.



Product Registration Form

The part numbers of the ServicePac ordered from IBM are displayed in the table below and cannot be changed.

Please complete this table accordingly:

- 1) HW details can be found on a sticker, normally on the rear or underside of the machine.
- 2) Machine Type - Example: for 2366-JBG, the TYPE is 2366
- 3) Model - Example: for 2366-JBG, the MODEL is JBG
- 4) Do not mix up Product Family Names, such as Thinkpad "T40" with Model
- 5) All ALPHA characters must be in UPPERCASE
- 6) Serial Number - Example: for S/N 99-FFKWK, enter 99FFKWK (7 digits)
- 7) "S/N", leading "S" or "-" should not be part of Serial Number when entered!

Product Registration Form					
ServicePac P/N	Type	Machine purchase date	Machine type	Machine model	Machine serial number
7 alphanumeric characters		dd/mm/yyyy	4 numeric digits	3 alphanumeric characters	7 alphanumeric characters
1. 87H8403	W	15/03/1994	1834	BWG	99DXPR0
		תאריך רכישה	Type	Model	Serial

• W = Warranty Service Upgrade for PC and xSeries Hardware

Continue with ServicePac Registration

עמוד רביעי
באתר הרישום

אותיות גדולות
Caps Lock

לחיצה על Continue

Registration Processing

This page allows you to perform the ServicePac registration and/or corrective actions.

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If you have been notified about an error by e-mail, the information can be corrected at this time.

Registration

Use "File" or "Form" link (if displayed), to REGISTER your ServicePac.

Use "Overview" link (if displayed), to VIEW registered ServicePac information (of this order) and related status.

Please be advised that the response times may vary depending on the size of the registration.

ServicePacType	Status	Form File Overview
Warranty and Maintenance Upgrade	Fully registered	Overview

Continue with ServicePac Registration

If you have registered all or part of this order and would like to know how to place a request for service, please click the continue button.

Note: the sequence of the following screens are driven by your registration, therefore please avoid using the browser "back" and "forward" buttons.

Navigation Aids are provided by the registration tool wherever applicable. Thank you.



עמוד חמישי באתר הרישום

נעלמו שאר האופציות

לחיצה על Continue

עמוד אחרון באתר הרישום

Thank You for Your Registration

To Place a Call for Service

Your registration will now be validated, which may take up to 4 business days.

In the event of an error you will be contacted immediately.

If you require to place a call for service, please contact IBM on 03-9188681, 1-700505060

When placing a call for service, please have your Machine type and Machine serial number available.

Thank you,
ServicePac Team

If you have any feedback or questions, please send us an e-mail at EPACIL@il.ibm.com