

Date: March 1, 2010

Outlet site:

- Authorized Solution Partners are able to register for a reseller discount for products purchased through the [outlet site](#).
- Partners must first register with Lenovo Partner Assist (877-536-9955 opt 2, opt 2) prior to placing any orders. Any orders placed prior to registering cannot have the reseller discount applied, nor can any taxes be credited back. When calling Lenovo Partner Assist to register, please have the email address used to register for an account on the outlet site.
- For states where your company is tax exempt, you must complete a [Tax Exempt Certificate](#) (TEC) form to have taxes waived. Please return your completed forms to Lenovo Partner Assist.
- Please do not direct questions on orders placed as a reseller via the site to the US Surplus team. Please direct questions to lenovopartnerassist@lenovo.com.

Configure To Order (Lenovo i2 website):

- In order to request a Configure To Order (CTO) i2 website from Lenovo, please contact to lenovopartnerassist@lenovo.com. The lead time for a site to be created is 7-10 days, and in some cases may take longer.
- **How to generate a quote**
- Please note there is a no returns policy on orders placed via your Lenovo i2 website, so please ensure accuracy prior to placing your order.
- For assistance with changing the quantity or ship to address on an active i2 quote, please contact lenovopartnerassist@lenovo.com.
- For states where your company is tax exempt, you must complete a [Tax Exempt Certificate](#) (TEC) form to have taxes waived. Please return your completed forms to Lenovo Partner Assist.
- Please do not change the password for the i2 website, as Lenovo Partner Assist is unable to retrieve the password in the event it is lost. If you do change your password, please notify us so we can update our records. If the password is lost, please contact Lenovo Partner Assist in order to have the site recreated. Standard lead times to create a new site will apply.
- Partners are entitled to parity relative to pricing on Lenovo.com. Your i2 website should automatically provide your parity discount. If your site is not providing the discounts outlined below, please provide a current screen print of the Lenovo.com pricing to lenovopartnerassist@lenovo.com along with the quote number from your i2 website.

5% on Think products
3% on Think products and options
4% on Idea Configure-To-Order systems
0%* on Idea Non-Configure-To-Order systems.

* Ingram-Micro and D&H are the Authorized Distributors for Idea Product, and may be able to provide a reseller discount for Idea products sourced through them.

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- Partners have the ability to monitor order status from the 'My Account' option located at the top of your i2 website:

[My account](#) | [Cart](#) | [Order status](#) | [Shopping help](#)

You will be prompted to provide a 7-digit account number and your order number. You can also retrieve quotes through the tool by providing your 7-digit account number and quote number. If you do not have your 7-digit Customer number, please contact lenovopartnerassist@lenovo.com.

Customer Number:	<input type="text"/>	Ex.: 1234567
Order Number:	<input type="text"/>	Ex.: 123456
▶ Check status		

Spare parts:

- If you are not an authorized Warranty Service Provider for Lenovo in the United States, spare parts for Think products can be obtained by contacting the [IBM Boulder Spare Parts](#) center at 800-388-7080.

Lenovo contacts at Distribution:

- Lenovo's authorized distributors each have Lenovo Champions who are able to assist with many of your inquiries on product, pricing, and promotions. Below are the contacts you may wish to contact for Lenovo support in addition to your assigned Distributor representative.

Tech Data:

Christina Johns Fransk
Lenovo Sr. Product Sales Champion
Tel: 800-237-8931 ext 82828
lenovo@techdata.com

Onur Aksan
Lenovo Product Sales Champion
Tel: 800-237-8931 ext 82828
lenovo@techdata.com

D&H Distribution:

Lenovo Vendor Sales Champ
Cara Alifano
califano@dandh.com
800-877-1200, option 4, ext. 2615

Lenovo Vendor Sales Champ
Jason Roberts
jroberts@dandh.com
800-877-1200, option 4, ext 7936

Synnex:

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Business Development Manager / Product Manager for Lenovo products
Tim Prince
timpr@synnex.com
1-800-456-4822 ex. 4079

Ingram-Micro:

Suzi Baco ext 67243
Sr. Market Development Specialist
Suzi.baco@ingrammicro.com

Jerry Seawood ext 65152
Market Development Specialist II
Jerry.seawood@ingrammicro.com

Allie Marzeski ext 65155
(Services Only)
Allison.marzeski@ingrammicro.com

John Evans ext 67217
Market Development Manager
John.Evans@ingrammicro.com

Technical Support:

- Please note that the primary starting point for Technical Support is <http://www.lenovo.com/support>. The [support phone list](#) identifies the correct number for technical support by product family. Many of the Idea and Value Line family of products are supported by calling 877-4-LENOVO, while the Think family of products is supported by calling 800-IBM-SERV. Please reference the website for the correct number to call.

How do I order recovery DVD's?

- Recovery DVD's for Think products may be ordered by contacting 800-IBM-SERV.
- You must have the machine type and serial number of the unit in question.
- In order to identify the part number of the recovery disc you wish to order, please enter the 7-digit model number for your system at <http://www.lenovo.com/support>. Under the 'Parts Information' section, there will be a selection for 'Recovery CD and DVD Part Numbers'.
- Systems must currently be covered under warranty in order for 800-IBM-SERV to process an order.