

# **IBM 4840 SurePOS 500 Series Trade-in program**

IBM United States Business Partner Announcement 504-224  
September 7, 2004

## **The Offer**

End Users, as defined in the IBM Business Partner Agreement, of eligible IBM Business Partners can receive a payment by trading in a selected designated installed IBM 4840 SurePOS™ 500 Series Point of Sale System (Replaced Machine) and acquiring an eligible new IBM 4840 SurePOS 500 Series Model 5X3, WX3, or XX3 Point of Sale System (Replacement Machine).

Only one designated installed Replaced Machine can be returned per eligible new Replacement Machine acquired.

For a complete list of Replaced and Replacement Machines and applicable trade-in payments, refer to the Qualifying/Eligible products section.

## **Start and/or end dates**

For purchase transactions, End-User invoices for eligible new Replacement Machines must be dated on or after September 7, 2004.

For lease transactions, signed and accepted Leasing Certificates of Acceptance, or lease contracts with "Deemed Acceptance" for eligible new Replacement Machines must have a commencement date of on or after September 7, 2004.

Contracts required for the trade-in of a designated installed Replaced Machine must be received by IBM no later than seven (7) U.S. business days after the date of the End-User invoice or lease commencement date for an eligible new Replacement Machine.

IBM must be contacted to schedule pickup of a Replaced Machine no later than three months following the date of the End-User invoice or lease commencement date for an eligible new Replacement Machine.

## **Who is eligible?**

End Users of the following IBM Business Partners are eligible for this program:

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

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

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

## **Where is it available?**

This program is available in:

- the United States (including Puerto Rico)
- Canada

This program is not available in Caribbean North countries.

## Qualifying/Eligible products

Trade-in payments under this program depend on the model of the designated installed Replaced Machine. The following trade-in payments apply:

### ***Designated installed Replaced Machines***

Description	Machine type	Model	Trade-in payment	
			U.S.	Canada
SurePOS 500	4840	521	\$400	\$533
		531	400	533
		541	400	533
		551	400	533
		561	400	533
		52i	400	533
		53i	400	533
		54i	400	533
		55i	400	533
		56i	400	533
		651	400	533
		65i	400	533
		532	600	800
		542	600	800
		552	600	800
		562	600	800
		642	600	800
		652	600	800
		53R	600	800
		54R	600	800
55R	600	800		
56R	600	800		
64R	600	800		
65R	600	800		

### ***Eligible Replacement Machines***

Description	Machine type	Model
SurePOS 500	4840	533
		53Z
		543
		54Z
		553
		55Z
		563
		56Z
		W33
		W3Z
		W43
		W4Z
		W53
		W5Z
		W63

## **Additional information/conditions**

Participation in this trade-in program is in lieu of trade-in activity under any other trade-in program.

The lessee of a Replaced Machine financed by IBM Global Financing must purchase the Replaced Machine and pay all related buyout charges before returning it to IBM.

A Replaced Machine currently under an Installment Payment Agreement (IPA) or an Installment Payment Master Agreement (IPMA) must be paid for in full by the End User before returning it to IBM.

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

This program 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.

### ***Business Partner responsibilities***

For purchase transactions, ensure that End-User invoices are dated on or after September 7, 2004. For lease transactions, ensure that the lease commencement date is on or after September 7, 2004.

Ensure that IBM receives, no later than seven (7) U.S. business days after the End-User invoice date or lease commencement date of the Replacement Machine, the following:

- a copy of the End-User's invoice for the Replacement Machine, or
- a copy of the signed and accepted Leasing Certificate of Acceptance or lease contract with "Deemed Acceptance" for the Replacement Machine

- and -

- a copy of the signed IBM Agreement for Trade-in of End User Machines (Z125-5842) in the United States, or
- a copy of the signed IBM Trade-In Program Agreement (Form E0948) in Canada

Ensure that the Replacement Machine and the Replaced Machine are identified in the applicable Agreement, including machine types, models, and serial numbers.

Fax the completed Agreement (Z125-5842 in the United States or Form E0948 in Canada) and a copy of the End-User's invoice or Leasing Certificate of Acceptance or lease contract with "Deemed Acceptance" for the Replacement Machine to IBM Business Partner Support Operations (BPSO) at the appropriate fax number, and return a copy of the Agreement, signed and accepted by IBM, to the End User.

- In the United States, fax the documents to:  
IBM BPSO  
Attn: United States Trade-in Desk  
Fax number: 800-426-8918
- In Canada, fax the documents to:

IBM BPSO  
Attn: Canada Trade-in Desk  
Fax number: 404-238-3741

The IBM BPSO Trade-In Desks and the IBM Redemption Center have different responsibilities for the Trade-in program. The above documents must be sent to the appropriate IBM BPSO Trade-In Desk. The IBM Redemption Center is not responsible for receiving and/or forwarding paperwork to the IBM BPSO Trade-In Desks.

Ensure that the Replaced Machine is installed at the End-User location as of the date the appropriate agreement is signed.

Ensure that the Replacement Machine will be installed in the same End-User Enterprise where the Replaced Machine was installed.

Make the End User aware of Replaced Machine return procedures, as outlined in the Replaced Machine Return Procedures section.

Provide the End User with a copy of the "IBM 4840 SurePOS 500 Series Trade-in program payment request form." The payment request form can be obtained by visiting the following Web site:

[//www.ibm.com/PartnerWorld](http://www.ibm.com/PartnerWorld)

From the PartnerWorld® home page, select a country and Go, click on BP Library under Product shortcuts, and Point of Sale Library. Click on "IBM 4840 SurePOS 500 Series Trade-in program payment request form." Do not use the sample trade-in payment request form included in this announcement letter unless it can be printed properly formatted.

End-User invoices, Certificates of Acceptance or lease contracts with "Deemed Acceptance" for the eligible new Replacement Machine must be itemized to show the machine type, model, serial number, and purchase price or amount financed, in order for the hardware acquisition to be validated by the IBM Redemption Center.

In order to receive the trade-in payment, make the End User aware they must return all required documentation described in the "IBM 4840 SurePOS 500 Series Trade-in program payment request form" to the IBM Redemption Center address/fax number listed in the payment request form no later than five months after the End-User invoice date or lease commencement date of the Replacement Machine. The IBM BPSO Trade-In Desks are not responsible for receiving and/or forwarding paperwork to the IBM Redemption Center.

## **Replaced Machine return procedures**

A Replaced Machine must be available for pickup by IBM's designated carrier no later than three months following the date of the End-User invoice or lease commencement date for the eligible new Replacement Machine.

End Users must have clear title to the Replaced Machine, free of any encumbrances, at the time it is picked up by IBM's designated carrier.

The Replaced Machine, in the same configuration (machine type, model, and all features) as installed on the date the End User signed the appropriate Agreement, must be returned to IBM.

End Users must remove any alterations, non-IBM attachments, and data from Replaced Machines. Any IBM service charges incurred in this process or in preparing the machine for pickup will be billed to the Business Partner or End User.

End Users are responsible for disconnecting the Replaced Machines and preparing them for shipment before pickup. All associated items such as cables, logic manuals, terminators, and power cords must be included with the Replaced Machines. It is not necessary for IBM Service to pack the machine for shipment. However, if an End User requests that IBM pack the machine for shipment, they will be billed for this service.

End Users must request that maintenance coverage, if any, for the Replaced Machine be discontinued.

End Users must request that all IBM software installed on the Replaced Machine is either discontinued or transferred to the Replacement Machine.

IBM is responsible for costs associated with the return of the Replaced Machine to IBM and for all destination charges, exclusive of any charges for special handling required to remove the Replaced Machine. Special handling includes, but is not limited to:

- Special Buy
- Sat/Sun Pickup/Delivery
- Expedite Service
- Exclusive Use Charge
- Labor Charge
- Stairs / Elevator Carry
- Special Equipment Charge
- Detention with Power
- Detention without Power
- Advance Charges
- Appointment
- Auxiliary Service
- Liftgate/Forklift

IBM BPSO will arrange for the pick up and return of the Replaced Machine.

In the United States and Canada, when Business Partner End Users are ready to return a designated Replaced Machine, they should send an e-mail to [tradein@us.ibm.com](mailto:tradein@us.ibm.com). The e-mail must be received no later than three months after the End-User's invoice date or lease commencement date of the Replacement Machine.

End Users are responsible for ensuring that Replaced Machines are properly labeled. If the proper designation does not appear on the shipping label and the bill of lading, the Business Partner or End User may be charged for the return and disposal of the returned machine.

In the United States, "Trade-in" must appear on both the return shipping label and the carrier's bill of lading.

In Canada, the RMA number provided by IBM BPSO must be reflected on both the return shipping label and the bill of lading.

End Users must request a bill of lading from the carrier which shows the machine type, model and serial number of the designated Replaced Machine that was picked up. The bill of lading is the proof of trade-in the End User is required to submit to the IBM Redemption Center as part of the documentation package to request a trade-in payment.

Replaced machines must be in working order on the day they are picked up by IBM's designated carrier.

## **Ordering information**

Follow normal ordering procedures for the Replacement Machine.

## Can this offer be combined?

This program can be combined with any other discounts, credits, Business Partner rebates, End-User rebates, bonuses, leasing, or financing offers on the Replacement Machines. It does not, however, apply to Business Partner internal use or demonstration/development acquisitions.

## Need help?

Questions pertaining to this program 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.

# IBM 4840 SurePOS 500 Series Trade-in program

IBM United States Business Partner Announcement 504-224  
September 7, 2004

## Payment request form (504-224)

### *IBM 4840 SurePOS 500 Series Trade-in program*

#### *The offer*

To qualify for a trade-in payment, you must have traded in to IBM a selected designated installed IBM 4840 SurePOS 500 Series Point of Sale System (Replaced Machine) and acquired an eligible new IBM 4840 SurePOS 500 Series Model 5X3, WX3, or XXZ Point of Sale System (Replacement Machine).

All information requested on this Payment request form and all documents required to be submitted to the IBM BPSO Trade-in Desks and IBM Redemption Center, must be complete in order for a trade-in payment to be processed.

Only one designated installed Replaced Machine can be returned per eligible new Replacement Machine acquired.

#### *Qualifying/Eligible products*

Trade-in payments under this program depend on the model of the designated installed Replaced Machine. The following trade-in payments apply:

#### *Designated installed Replaced Machines*

Description	Machine type	Model	Trade-in payment	
			U.S.	Canada
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		55i	400	533
		56i	400	533
		651	400	533
		65i	400	533
		532	600	800
		542	600	800
		552	600	800
		562	600	800
		642	600	800
		652	600	800
		53R	600	800
		54R	600	800
55R	600	800		
56R	600	800		
64R	600	800		

65R                      600                      800

**Eligible Replacement Machines**

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		53Z
		543
		54Z
		553
		55Z
		563
		56Z
		W33
		W3Z
		W43
		W4Z
		W53
		W5Z
		W63
		W6Z

**Terms and conditions**

1. In order to qualify for a trade-in payment, your invoice for an eligible Replacement Machine that is purchased must be dated on or after September 7, 2004.

For leased eligible Replacement Machines, signed and accepted Leasing Certificates of Acceptance or lease contracts with "Deemed Acceptance" must have a commencement date of on or after September 7, 2004.

The machine to be replaced must have been installed in your Enterprise as of the date the Trade-in Agreement is signed. The Replacement Machine must be installed in the same Enterprise. The Replacement Machine and Replaced Machine must both be identified on the Agreement, including machine type, model, and serial number.

2. Trade-in of the Replaced Machine must occur no later than three months after your invoice date or lease commencement date for the eligible IBM Replacement Machine. IBM Business Partner Support Operations (BPSO) will arrange for the pickup and return of the Replaced Machine.

The Replaced Machine to be returned to IBM must be in the same configuration (machine type, model, and all features) as installed on the date you signed the Trade-in Agreement.

In the United States and Canada, when you are ready to return a designated Replaced Machine, send an e-mail to [tradein@us.ibm.com](mailto:tradein@us.ibm.com). The e-mail must be received no later than three months after your invoice date or lease commencement date of the Replacement Machine. You must request a bill of lading from the carrier which shows the machine type, model and serial number of the designated Replaced Machine that was picked up. The bill of lading is the proof of trade-in you are required to submit to the IBM Redemption Center as part of your documentation package requesting a trade-in payment.

3. The Replaced Machine must be disconnected and prepared for shipment before pickup. Remove any alterations, non-IBM attachments, and data. All associated items such as cables, logic manuals, terminators, and power cords should be included with the Replaced Machine. You are responsible for disconnecting the Replaced Machine and preparing it for shipment before pickup. It is not necessary for IBM Service to pack



the machine for shipment. However, if you request that IBM pack the machine for shipment, you will be billed for this service.

4. You must have a clear title to the Replaced Machine, free of any encumbrances, at the time it is picked up by IBM's designated carrier.
5. Your Business Partner must have sent copies of the following to the IBM BPSO Trade-In Desk within seven (7) U.S. business days of your invoice date or lease commencement date of the Replacement Machine:
  - a copy of your Replacement Machine invoice, or
  - a copy of your signed and accepted Leasing Certificate of Acceptance or lease contract with "Deemed Acceptance" for the Replacement Machine

— and —

- a copy of the signed IBM Agreement for Trade-in of End User Machines (Z125-5842) in the United States, or
  - a copy of the signed IBM Trade-In Program Agreement (Form E0948) in Canada
6. You must send copies of the following documents to the IBM Redemption Center:
    - This completed and signed IBM 4840 SurePOS 500 Series Trade-in program payment request form.
    - A copy of the IBM Agreement for Trade-in of End User Machines (Z125-5842) in the United States, or a copy of the IBM Trade-In Program Agreement (Form E0948) in Canada.
    - As proof of acquisition, send in a copy of your invoice, or a copy of your signed and accepted Leasing Certificate of Acceptance or lease contract with "Deemed Acceptance" for the eligible new Replacement Machine.

Your invoice, Leasing Certificate of Acceptance or lease contract with "Deemed Acceptance" for the Replacement Machine must either be typewritten or computer generated, and itemized to show machine type, model, serial number, and purchase price or amount financed. Handwritten or altered documents will not be accepted.

The name and company appearing on this form must match the information provided on your invoice, Leasing Certificate of Acceptance or lease contract with "Deemed Acceptance".

- As proof of trade-in, send in a copy of the carrier's bill of lading, listing by machine type, model and serial number the designated Replaced Machine that was picked up. The bill of lading must reflect "Trade-in" in the United States, and the RMA number in Canada.

The copies should be sent to:

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

Attn: IBM 4840 SurePOS 500 Series Trade-in program

Fax: 866-320-1685  
E-mail: [incent@us.ibm.com](mailto:incent@us.ibm.com)  
Phone: 1-800-624-6875, option 1, extension 8-1108

7. The IBM Redemption Center will confirm receipt of your payment request. If you need to communicate with the IBM Redemption Center, send an e-mail and reference the "IBM 4840 SurePOS 500 Series Trade-in program" in the subject line.
8. Any request forms lost or misdirected by the Postal Service or other delivery service are not the responsibility of IBM or the IBM Redemption Center.
9. Allow six to eight weeks from the time IBM receives your complete and accurate documentation for your trade-in payment check/cheque to arrive.
10. This program is void wherever prohibited or restricted by law.
11. IBM reserves the right to modify or withdraw this program at any time.

**Complete the following information**

Replaced machine

Machine type	Model	Serial number
_____	_____	_____
_____	_____	_____
_____	_____	_____

Replacement machine

Machine type	Model	Serial number
_____	_____	_____
_____	_____	_____
_____	_____	_____

Total trade-in payment requested \_\_\_\_\_ (USD/CAD)

**Contact information**

Name (print clearly): \_\_\_\_\_

Company (if appropriate): \_\_\_\_\_

Address: \_\_\_\_\_

Mailing address (if different): \_\_\_\_\_

City: \_\_\_\_\_ State/Province: \_\_\_\_\_

Zip/Postal code: \_\_\_\_\_

E-mail address: \_\_\_\_\_

Daytime phone: \_\_\_\_\_

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

Make check/cheque payable to: \_\_\_\_\_

Company (if appropriate): \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State/Province: \_\_\_\_\_

Zip/Postal code: \_\_\_\_\_

**Certification**

I certify by my signature that the information I have entered on this request form is accurate and complete and that submission of this form is in accordance with the request form instructions.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Title: \_\_\_\_\_

Company name: \_\_\_\_\_

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