



As you may be aware, Lenovo is now in the process of selling parts and billable services directly to our customers. On April 1, Lenovo took over all billable repairs out of the depot and, as of May 31, IBM will no longer support Lenovo PC parts. As a result of these changes, Lenovo has established a part sales portal and is currently processing all billable repair transactions.

Since Lenovo will be invoicing their Customers directly going forward, we will need to set up an account in our system so we can be ready to take your orders when you need a part or require a billable repair. To facilitate this process, we have created a quick and easy data collection tool to help streamline this process. If you could please go to the link below and leave the required setup information, we can get started with your account setup. Please allow 7-10 business days for account creation to be completed.

[ACCOUNT SETUP LINK](#)

Note: Before going to the above link, there are a few things you might want to have saved on your computer for upload:

- Any vendor setup form that you might need Lenovo to fill out (prefer DOC/DOCX format but other formats are fine as well)
- Tax Exempt Certificate (if applicable)
- Business License (if applicable)
- 2 years of financials (income and balance sheet...combine into a single file please, if applicable)
- If you have multiple ship-to addresses, please have all prepared to list in the survey.

Once we get an account active in our system, we will send you a welcome note with the information you will need to start ordering parts and/or send your machine in for a billable repair.

If you have any questions or comments regarding account set up, or billable labor please click [here](#).

Thank you,

Lenovo Out of Warranty Services