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ANNOUNCEMENT LETTER NUMBER

503-008

DATE OF ANNOUNCEMENT (year-month-day)

20030121

TYPE OF ANNOUNCEMENT

Partners

TITLE OF ANNOUNCEMENT

IBM 4840 SurePOS 1H2003 Business Partner Growth Incentive

BRIEF DESCRIPTION OF ANNOUNCEMENT, CHARGES, AND AVAILABILITY

THE OFFER

Eligible IBM Business Partners can receive an incentive payment if they acquire eligible new 4840 SurePOS (TM) 500 or 600 machines in the first half (1H) of 2003, and the number of eligible machines acquired represents an increase of at least 25% over the number of machines acquired in 1H of 2002. The following are the number of eligible machines required and the incentive payment associated with each level.

1H2003 ELIGIBLE MACHINES	INCENTIVE PAYMENT	
	U.S.	CANADA
100 -- 199	\$2,000	\$3,075
200 -- 299	3,000	4,500
300 -- 499	4,000	6,000
500 +	5,000	7,500

In addition, if Business Partners qualify for a 1H incentive payment, as outlined above, and acquire a minimum number of eligible new 4840 SurePOS 500 or 600 machines in 1Q of 2003, they can receive an additional incentive payment as follows:

1Q2003 ELIGIBLE MACHINES	ADDITIONAL INCENTIVE PAYMENT	
	U.S.	CANADA
75 -- 124	\$1,000	\$1,500
125 -- 199	3,000	4,500

200 -- 349	4,000	6,000
350 +	5,000	7,500

For a list of eligible products, refer to the Qualifying/Eligible Products section.

START AND/OR END DATES

First half 2002 shipments from IBM or a Distributor must have occurred on or after January 1, 2002, but no later than June 30, 2002.

First half 2003 shipments from IBM or a Distributor must occur on or after January 1, 2003, but no later than June 30, 2003.

First quarter 2003 shipments from IBM or a Distributor must occur on or after January 1, 2003, but no later than March 31, 2003.

WHO IS ELIGIBLE?

The following IBM Business Partners are eligible for this incentive:

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

IBM Business Partner -- Distributors are responsible for making their IBM Business Partner -- Solution Providers aware of this incentive.

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

WHERE IS IT AVAILABLE?

This incentive is available only in:

- o The United States (including Puerto Rico)
- o Canada

This incentive is not available in Caribbean North countries.

PRODUCT NUMBER(S) AND/OR NAME(S)

4840

OVERVIEW (Highlights, Description)

QUALIFYING/ELIGIBLE PRODUCTS

Eligible Products

DESCRIPTION	MACHINE	
	TYPE	MODEL
IBM SurePOS 500	4840	ALL
IBM SurePOS 600	4840	ALL

ADDITIONAL INFORMATION/CONDITIONS

Eligible 4840 SurePOS 500 and 600 machines must have been shipped by IBM or a Distributor in the respective half or quarter of 2003 in order to qualify.

The one-time incentive payment will be paid upon IBM's confirmation of the number of 4840 machines shipped during 1Q2003 and 1H2003, and the percentage increase of machines shipped in 1H2003 over 4840 machines shipped in 1H2002.

IBM decisions regarding the administration of this incentive shall be the final, including but not limited to determinations of eligibility of any and all acquisitions for 1Q or 1H inclusion, and all percentage calculations.

For Business Partners to receive the one-time incentive payment, a completed and signed IBM 4840 SurePOS 1H2003 Business Partner Growth Incentive Payment Request Form (see attached) must be received by IBM -- Retail Store Solutions no later than July 31, 2003.

The rebate request form is located in PartnerInfo. From the PartnerInfo home page, click on Partner Programs, North America Channel Communications, BP Library, and Point of Sale Library. Click on "Rebateform -- IBM 4840 SurePOS 1H2003 Business Partner Growth Incentive Payment Request Form."

Do not use the sample payment request form included in this announcement unless it can be printed properly formatted.

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

This incentive 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.

ORDERING INFORMATION

United States and Canada

Follow normal ordering procedures for this incentive.

In Canada, orders are to be submitted to your Customer Support Representative (CSR) within IBM Business Partner Support Operations (BPSO).

Can this offer be combined?

This incentive can be combined with applicable discounts on the eligible products that are specified in the Business Partner Exhibit of the IBM Business Partner Agreement.

NEED HELP?

Questions pertaining to this incentive should be directed to PartnerLine at 800-426-9990.

Trademarks

SurePOS is a 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 1H2003 BUSINESS PARTNER GROWTH INCENTIVE PAYMENT REQUEST FORM

To qualify for an incentive payment, you must have acquired eligible new 4840 SurePOS 500 or 600 machines in the first half (1H) of 2003, and the number of eligible machines acquired must represent an increase of at least 25% over the number of machines acquired in 1H of 2002. The following are the number of eligible machines required and the incentive payment associated with each level.

1H2003 ELIGIBLE MACHINES	INCENTIVE PAYMENT	
	U.S.	CANADA
100 -- 199	\$2,000	\$3,075
200 -- 299	3,000	4,500
300 -- 499	4,000	6,000
500 +	5,000	7,500

In addition, if Business Partners qualify for a 1H incentive payment, as outlined above, and acquire a minimum number of eligible new 4840 SurePOS 500 or 600 machines in 1Q of 2003, they can receive an additional incentive payment as follows:

1Q2003 ELIGIBLE MACHINES	ADDITIONAL INCENTIVE PAYMENT	
	U.S.	CANADA
75 -- 124	\$1,000	\$1,500
125 -- 199	3,000	4,500
200 -- 349	4,000	6,000
350 +	5,000	7,500

Eligible 4840 SurePOS 500 and 600 machines must have been shipped by IBM or a Distributor in the respective half or quarter of 2003 in order to qualify.

The one-time incentive payment will be paid upon IBM's confirmation of the number of 4840 machines shipped during 1Q2003 and 1H2003, and the percentage increase of machines shipped in 1H2003 over 4840 machines shipped in 1H2002.

IBM decisions regarding the administration of this incentive shall be the final, including but not limited to determinations of eligibility of any and all acquisitions for 1Q or 1H inclusion, and all percentage calculations.

To qualify for the IBM 4840 SurePOS 1H2003 Business Partner Incentive payment, all requested information on this incentive request form must be supplied in order for the incentive to be processed.

Solution Provider/
Systems Integrator
Company Name: _____

Address: _____
Mailing Address (if different): _____
City: _____ State/Province: _____
Zip/Postal Code: _____
Contact Name (for questions on form): _____
E-mail Address: _____
Daytime Phone: _____

			INCENTIVE PAYMENT REQUESTED	
	QUANTITY	% INCREASE	U.S.	CANADA
1H Incentive				
Eligible machines# acquired in 1H2003 from Distributor or IBM	_____ (a)		\$ _____	\$ _____
Eligible machines## acquired in 1H2002 from Distributor or IBM	_____ (b)			
Incremental increase (a -- b)	_____ (c)			

	QUANTITY	% INCREASE	INCENTIVE PAYMENT REQUESTED	
		_____ %	U.S.	CANADA
Percent increase (c / b * 100) (must be at least 25%)				
Additional 1Q Incentive				
Eligible machines### acquired in 1Q2003 from Distributor or IBM	_____		\$ _____	\$ _____
Total Incentive Payment Requested			\$ _____	\$ _____

The qualifying 1H2003 4840 machine purchases must have dates of shipment from a Distributor or IBM of on or after January 1, 2003, but no later than June 30, 2003.

The qualifying 1H2002 4840 machine purchases must have dates of shipment from a Distributor or IBM of on or after January 1, 2002, but no later than June 30, 2002.

The qualifying 1Q2003 4840 machine purchases must have dates of shipment from a Distributor or IBM of on or after January 1, 2003,

but no later than March 31, 2003.

1. Return this form to Retail Store Solutions in Raleigh, NC:
 IBM -- Retail Store Solutions
 4840 Fast Start Incentive
 5601 Six Forks Road
 Raleigh, NC 27609
 Fax: 919-301-5636
 Telephone: 919-301-7142
 E-mail: windsar@us.ibm.com
 Attn: Sarah Wind
2. The completed and signed IBM 4840 1H2003 Business Partner Growth Incentive Payment Request Form must be received no later than July 31, 2003.
3. Any incentive request forms lost or misdirected by the Postal Service or other delivery service are not the responsibility of IBM.
4. Allow up to eight weeks for your incentive payment check/cheque to arrive.
5. This incentive is void wherever prohibited or restricted by law.
6. IBM reserves the right to modify or withdraw this incentive at any time.
7. At your option your incentive check/cheque can be made payable to someone else. Provide the appropriate information below. If you choose this option, you still must sign this form for the incentive to be processed.

Make Check/Cheque Payable To: _____
 Address: _____

I certify by my signature that the eligible 4840 machine quantities listed above were purchased in the respective time periods in 2002 and 2003.

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

I understand that knowingly falsifying information will result in the removal of my Company from the IBM Business Partner Program.

Print Name: _____
 Signature: _____ Date: _____

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