

<b>IBM Contact List: Carrier Incident Reporting</b>				
<b>General Contact Guidelines</b>				
The general IBM contact guidelines for reporting shipment incidents (e.g.; lost, damaged, late, etc...) are as follows:				
All shipment incidents should be reported to the applicable IBM contact as soon as practical. Carriers should first contact the applicable GL Operations Contact and only use the GL Manager as the backup. If neither can be reached, then contact the Geography Contact.				
For <b>intra-geography shipments</b> , the carriers should notify the appropriate country/location contact based on the following: <b>Americas:</b> Incidents should be reported to the contact located in the <u>origin</u> country/location for the shipment. <b>AP:</b> Incidents should be reported to the contact located in the <u>destination</u> country/location for the shipment. <b>EMEA:</b> Incidents should be reported to the contact located in the <u>destination</u> country/location for the shipment.				
For <b>cross geography shipments</b> , the incident should be reported to the contact located in the country where the incident occurred. If the country where the incident occurred is not listed, then report the incident to contact located in the origination country/location for the shipment.				
<b>Note:</b> For countries with multiple locations listed, utilize the contact associated with the location involved in the shipment and/or the brand of the product being shipped.				
<b>Geography:</b>	<b>Americas</b>		<b>Geography Contact:</b>	Carter Dodd cartercd@us.ibm.com 919-254-9798
<b>COUNTRY</b>	<b>MANUFACTURING LOCATION</b>	<b>MANUFACTURED BRAND</b>	<b>GLOBAL LOGISTICS OPERATIONS CONTACT</b>	<b>GLOBAL LOGISTICS MANAGER</b>
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<b>COUNTRY</b>	<b>MANUFACTURING LOCATION</b>	<b>MANUFACTURED BRAND</b>	<b>GLOBAL LOGISTICS OPERATIONS CONTACT</b>	<b>GLOBAL LOGISTICS MANAGER</b>
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<b>COUNTRY</b>	<b>MANUFACTURING LOCATION</b>	<b>MANUFACTURED BRAND</b>	<b>GLOBAL LOGISTICS OPERATIONS CONTACT</b>	<b>GLOBAL LOGISTICS INCIDENT MANAGER</b>	
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