

# Lenovo WECA Call logging process

(West, East & Central Africa)



**CEWA presence countries:** Kenya, Ghana, Nigeria, Angola, Tanzania.

## **CEWA Non-presence countries:**

Botswana, Burundi, Cape Verde Islands, Democratic Republic of Congo, Djibouti, Eritrea, Ethiopia , Liberia, Madagascar, Malawi, Mauritius, Mozambique, Namibia, Rwanda, Sao Thome Island and Principe, Seychelles, Sierra Leone, Somalia, South Sudan, Uganda, Zambia, Zimbabwe.

**Business Hours:**  
**07:00 – 17:00**  
**Monday - Friday**

**After Hours  
& Weekends**

### **Hardware:**

**+202 3536 1005**

**OR**

**+202 3536 1160**

**OR**

**menarrc@eg.ibm.com**

### **Software:**

**+202 3536 1160**

**OR**

**+44 23 9228 9261**



# Lenovo CEWA Call logging procedure

**When placing a service request, please have the following information ready:**

- 1.) Customer Name**
- 2.) Contact Name**
- 3.) Contact Telephone Number ( Land and Mobile number)**
- 4.) Email address**

When placing a service request by email, please complete and attach the “Call Logging Template” or request it from MENARRC ([menarrc@eg.ibm.com](mailto:menarrc@eg.ibm.com)). The call logging template is included on the next slide.

## **If Hardware:**

- 1.) Machine Type eg. 7945**
- 2.) Machine Serial Number eg. J34RNXX**
- 3.) Fault Description eg. Error code**

## **If Software:**

- 1.) Product Group**
- 2.) Fault Description eg. Error code**

# Lenovo CEWA Call logging template

IBM

Email Call Logging Template for Central Africa

Please complete template and send it to: [MENARRC@eg.ibm.com](mailto:MENARRC@eg.ibm.com)

**NOTE: If there is missing or incorrect information a call will not be logged.**

General Information for Business Partner					
Business Partner Name: (Name of company)					
Business Partner Contact Name:					
Business Partner Contact Numbers: (include country code, landline and mobile)					
Business Partner Email address:					
Business Partner Physical Address Details: (include street name & number, City and Country)					
General Information for Customer					
Customer Name: (Name of company)					
Customer Contact name:					
Customer Contact Numbers: (include country code, landline and mobile)					
Customer Email Address:					
Customer Physical Address Details: (include street name & number, City and Country)					
Machine and fault description information					
<b>Machine Type:</b>		<b>Model:</b>		<b>Serial Number:</b>	
<b>RSSA/ISA Contract Number</b>		<b>Is this Machine listed on the Contract?</b>		Start Date of Contract	Is this contract paid up to date?
				End Date of Contract	
<b>For Warranty</b>	<b>Date of Purchase</b>	yyyy/mm/dd			
<b>Detailed Fault Description</b>					

# Lenovo CEWA Call logging procedure

You can also log your Hardware and Software service requests electronically through the service request tool by using the following link below:

## Hardware and Software

<https://www-946.ibm.com/support/servicerequest/Home.action>

Under common support links, click on New service request.

If at any point during our service process, you feel we are not meeting our obligations to you, please talk to our Delivery Manager on duty by contacting our number listed below:

**Hardware:** +202 3536 1005 or +202 3536 1160

**Software:** +202 3536 1160 or +44 23 9228 9261

Should you feel that you have not had a satisfactory response, please escalate to the Service Manager:

**Bilal Moosa** - Phone **+27 82 806 9838** / Email: [bilalm@za.ibm.com](mailto:bilalm@za.ibm.com)

**Shaun Lisbon** - Phone: **+27 81 040 3860** / Email: [shaunlis@za.ibm.com](mailto:shaunlis@za.ibm.com)



# THANK YOU

DAKUJEM DANK BEDANKT MERCI TAKK 谢谢  
ありがとう СПАСИБО GRACIAS DZIĘKUJĘ DANKE  
OBRIGADO БЛАГОДАРЯ GRAZIE תודה GRACIAS

