



*P.O. Box 2150
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Dear IBM Business Partner:

Congratulations on successfully completing the IBM Education and Training course(s). Your course completion brass tag is enclosed. Upon receipt, please apply the course completion brass tag to your personalized plaque.

If you have not yet qualified for the plaque, you may do so by completing one of the following courses:

- IBM Warranty Authorization Service Training (VPC02)
- Quality Service Skills (YPC08)
- IBM Warranty Basics Service Training (YPC30)

As additional courses are completed, you will receive and engraved course completion brass tag with the name of the course to add to your plaque.

Please continue to use IBM Education and Training as your source for training in the future. If you have any questions regarding other training offerings, please contact the IBM Education and Training Enrollment department at 1-800-426-8322.

Enclosure