

## Valued Partners:

The journey to consolidate TD SYNEX systems and simplify the way we conduct business with our partners continues. We have shifted our business from Avnet Technology Solutions (AVT) and Tenva TS Canada ULC to TD SYNEX in groups and our IBM business is one of the last major suppliers to make that switch.

## Important updates beginning October 7, 2024:

- **POs (Purchase Orders)**
  - *All NEW POs* for IBM products should be submitted to TD SYNEX or TD SYNEX Canada ULC respectively. For NEW orders submitted to AVT or Tenva, your IBM support team will reach out to help facilitate PO revisions.
  - *All EXISTING POs* sent to AVT or Tenva will remain intact and process through our legacy systems until invoiced.
  
- **Quotes/Deal Registrations/Special Bids**

IBM has agreed to recognize all AVT and Tenva quotes, deal registrations, and special bids as TD SYNEX Corporation and TD SYNEX Canada ULC respectively, therefore, *there is no need for you to re-register, convert, or modify any current opportunities.*
  
- **ECExpress**

TD SYNEX's digital commerce platform, ECExpress, offers an easy and

efficient tool for conducting business with us on your schedule, including order status. For ECEXpress, IBM specific training opportunities, please contact your IBM Support Team or Sales representative.

- ECEXpress USA: <https://ec.us.tdsynnex.com/ecx/>
- ECEXpress Canada: <https://ec.ca.tdsynnex.com/ecx/>

### **What's not changing:**

- **Your IBM coverage model will remain the same**  
The IBM specialized sales team will remain your specialized IBM contacts and will continue to work through our general Sales and Client Teams.
- **Workflow [R2O](#)**  
There is no change to the Workflow process at this time. Please continue using the Workflow tool you are accustomed to.
- **Biller Direct/Online Pay.**  
[Biller Direct](#) and Online Pay tools used for existing orders submitted to AVT or Tenva will remain available at this time.

We want to reiterate that we are committed to making this transition as smooth as possible for you. Thank you again for your partnership and trust, allowing us to provide you with the best support in the channel for your IBM business.

Feel free to contact your TD SYNEX Representative or a member of our IBM management team with any questions.

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Thank you,

Your TD SYNEX Team

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