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You can access **Customer Support OnLine** by visiting:

**ibm.com/uk** – just look for **My IBM**.

Alternatively, you can go directly to the **Customer Support OnLine** home page at: **ibm.com/support/operations/uk/en**

### Contact an IBM representative

We also have a team of skilled IBM representatives available to answer your administrative enquiries. To take advantage of this personalised service, you can:

- **Call us on 0370 909 9997**  
(Monday to Friday, from 09:00 to 17:00)
- **Fax us on +44 (0) 2392 560 940**

Alternatively, when visiting any of the **Customer Support OnLine** pages:

- **Use 'E-mail us' to direct your enquiry online**
- **Initiate a request using our online forms.**



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Customer Support OnLine



## Statements online



## Your IBM account online:

*a paperless option for doing  
business and helping the environment*

# Your online statement of account

Be advised online of your IBM statements with the options of:

- **view, print and download**
- **payment details**
- **invoice details**
- **and more**

## Main options

- **Main screen**

where you can

- **update your profile and settings**
- **manage your access**
- **change language**
- **view latest information and more**

- **View account details**

Account: 995017 - Brown Company							
Reference	Type	Status	Date	Due	Total	Balance	
270106	INV	Dispute	30/06/2007	14/08/2007	€ 119,461.00	£ 41,117.00	
Account: 997926 - Brown Paris Branch							
Reference	Type	Status	Date	Due	Total	Balance	
6009001101	C/N	Open	27/06/2008	27/06/2008	€ -314,694.49	€ -314,694.49	
6008850770	INV	Open	02/06/2008	02/06/2008	€ 314,694.49	€ 314,694.49	

- **View item detail by expanding**

→ **Access invoice copy by clicking on reference**

- **View account total**

Grand totals		
Details	Number of items	Balance total
Default filtered items	2	\$ 138,000.00
	4	€ 46,300.30
	2	£ 46,300.30
Totals per account		
Details	Number of items	Balance total
<b>1207 - Brown Company</b>		
Default filtered items	2	\$ 138,000.00
All filtered items	2	\$ 138,000.00
<b>5025 - Brown Paris Branch</b>		
Default filtered items	4	€ 46,300.30
All filtered items	4	€ 46,300.30
<b>6096 - Brown London Branch</b>		
Default filtered items	2	£ 5,039.45
All filtered items	2	£ 5,039.45

- **Furthermore you can create and share your own reports with filter option to choose the type of information you want to see.**

## How to access

Go to [ibm.com/uk](http://ibm.com/uk)

- **My IBM**
- **Customer Support**
- **Invoices and payments**
- **Select:** *View, print and download your statement of account*

## How to register and request access to Statements online

Create an IBM User ID: if you do not already have one please follow instructions online.

- **Insert your IBM User ID**

- **Choose your country**

- **Insert your customer number/s**
- **Click on 'continue' to register**

*You will receive an e-mail confirmation, once entitled.*