

## Want to find out more?

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

**ibm.com/ie** – just look for **Get support**.

Alternatively, you can go directly to the **Customer Support OnLine** home page at: **ibm.com/support/operations/ie/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 01 8810085**  
(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
All filtered items	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 Dublin 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/ie](http://ibm.com/ie)

- Get support
- Invoices and payments
- Select: *Access 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.*