



## Want to find out more?

You can access **Customer Support OnLine** by visiting:  
**ibm.com/za** – just look for **Get support**.

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

### Contact an IBM representative

We also have a team of skilled IBM representatives available to answer your administrative enquiry.

To take advantage of this personalised service, you can:

- **Call us on 0860 700 700**  
**(Monday to Friday, from 08:00 to 16:30)**
- **Fax us on +27 (0) 11 302 8188**

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.**

**ibm.com/support/operations/za**

### IBM South Africa

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The IBM home page can be found at **ibm.com**

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## Customer Support OnLine

*Online, realtime, self-service access  
to your IBM business information and  
administrative support*



**IBM e-tools** – a paperless option for doing  
business and helping the environment

**ibm.com/support/operations/za**

## Ever wondered how to...

- **Find out when your order will be delivered?**
- **Obtain information about your invoice or contract?**
- **Get your account statement to help you plan your budget?**
- **Change your company's installed inventory?**

You can do all this and much more using **Customer Support OnLine**.

Communication with IBM has never been so easy. Take advantage of our expertise and self-service access to your business information to help you save time and increase productivity. You will find information on:

- *Orders and delivery*
- *Invoices and payments*
- *Contracts*
- *Inventory and maintenance*

Customer Support OnLine provides realtime administrative support 24 hours a day, seven days a week – completely free of charge.

For accurate responses to all your administrative needs and to reduce paper waste by conducting your business online, access the **Customer Support OnLine Web site** today. Visit **ibm.com/za** and look for **Get support**.

## Business made easy with IBM

## How can I...

### ...view my orders online?

You can view and track your orders online, securely and in realtime – from the date they are generated right through to delivery.

To access your orders:

- Visit: **ibm.com/za**
- Look for **Get support**
- Select **Orders and delivery**
- Choose **Track the status of your order**

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*Sign in as a guest user for basic order status information, or register as a new user for expanded search capabilities. If already entitled, use your IBM user ID and password.*

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### ...view my invoices online?

You can view your invoices and credit notes online quickly and securely, and print, route or open an enquiry. Use the download capability for faster budget preparation, financial analysis and reconciliation of billing to inventory, or get e-mail notification of newly released invoices.

To access your invoices:

- Visit: **ibm.com/za**
- Look for **Get support**
- Select **Invoices and payments**
- Choose **View, print and download your invoices and credit notes**

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*Sign in as a guest user with single invoice entry, or register as a new user online for expanded capabilities. If already entitled, use your IBM user ID and password.*

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### ...view my statements online?

This site provides secure, online access to your statement of account data. View and download your account invoices, credit notes, payments and reports.

To access your statements:

- Visit: **ibm.com/za**
- Look for **Get support**
- Select **Invoices and payments**
- Choose **View, print and download your statement of account**

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*Register as a new user online or, if already entitled, use your IBM user ID and password.*

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### ...obtain additional information online?

Using your IBM ID and password, you can also submit requests in a secure environment through our web forms. Our skilled IBM representatives will provide you with an answer online, which is retrievable 24/7.

To access the online forms:

- Visit: **ibm.com/za**
- Look for **My IBM links and Customer support links**
- Select **The appropriate subject from the list**
- Choose **A request and complete the relevant form**