

Want to find out more?

You can access **Customer Support OnLine** by visiting:
ibm.com/cy – just look for **Learn about.** –
Administrative support

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

Contact an IBM representative

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

- **Call us on (+357) 22 841 100**
(Monday to Friday, from 09:00 to 17:00)
- **Fax us on (+357) 22 666 372**

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

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



IBM Italia S.p.A., Cyprus Branch
42-44 Griva Digeni Avenue
1080 Nicosia
P.O. Box 22019
1516 Nicosia
Cyprus

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

IBM, the IBM logo and **ibm.com** are trademarks of International Business Machines Corporation in the United States, other countries, or both.

Other company, product and service names may be trademarks, or service marks of others.

References in this publication to IBM products, programs or services do not imply that IBM intends to make these available in all countries in which IBM operates. Any reference to an IBM product, program or service is not intended to imply that only IBM products, programs or services may be used. Any functionally equivalent product, program or service may be used instead.

IBM hardware products are manufactured from new parts, or new and used parts. In some cases, the hardware product may not be new and may have been previously installed. Regardless, IBM warranty terms apply.

This publication is for general guidance only. Information is subject to change without notice. Please contact your local IBM sales office or reseller for latest information on IBM products and services.

© Copyright IBM Corporation 2008
All Rights Reserved

ibm.com/support/operations/cy

Customer Support OnLine



Statements online



Your IBM account online:

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

ibm.com/support/operations/cy

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: 5078 - BLUEGREEN COMPANY LTD							
Reference	Type	Status	Date	Due	Total	Balance	
207287	INV	Open	28/07/2008	28/08/2008	€ 10,760.00	€ 10,760.00	
Account: 5308 - BLUEGREEN COMPANY LTD							
Reference	Type	Status	Date	Due	Total	Balance	
206474	INV	Open	03/07/2008	03/07/2008	€ 32,280.00	€ 32,280.00	

- **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
1207 - BLUEGREEN COMPANY LTD		
Default filtered items	2	€ 138,000.00
All filtered items	2	€ 138,000.00
5025 - BLUEGREEN COMPANY LTD		
Default filtered items	4	€ 46,300.30
All filtered items	4	€ 46,300.30
6096 - BLUEGREEN COMPANY LTD		
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/cy

- **Learn about**
- **Administrative support**
- **Select:** *View 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.