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Contact an IBM representative

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- **Fax us on +27 (0) 11 302 8188**

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



IBM South Africa
70 Rivonia Road
Sandton 2196

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Customer Support OnLine



Statements online



Your IBM account online:

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

ibm.com/support/operations/za

ibm.com/support/operations/za

Your online statement of account

The following options are available:

- **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 - MY COMPANY						
Reference	Type	Status	Date	Due	Total	Balance
207287	INV	Open	28/07/2008	28/08/2008	ZAR 10,760.00	ZAR 10,760.00

Account: 5308 - MY COMPANY						
Reference	Type	Status	Date	Due	Total	Balance
206474	INV	Open	03/07/2008	03/07/2008	ZAR 32,280.00	ZAR 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	ZAR 138,000.00
	4	ZAR 46,300.30
	2	ZAR 46,300.30

Totals per account		
Details	Number of items	Balance total
1207 - My company		
Default filtered items	2	ZAR 138,000.00
All filtered items	2	ZAR 138,000.00
5025 - My company		
Default filtered items	4	ZAR 46,300.30
All filtered items	4	ZAR 46,300.30
6096 - My company		
Default filtered items	2	ZAR 5,039.45
All filtered items	2	ZAR 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/za

- **Get 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.