

Statements OnLine stay informed online



Customer Support OnLine



- **Provides 24/7 access**
- **Has options to**
 - view,
 - download and
 - print**your latest account statements**
- **Sends automatic e-mail notification for new or outstanding items (if activated)**

Want to find out more?

Access **Customer Support OnLine** by visiting: **ibm.com/support/operations**

and select your country to

Contact an IBM representative

- **Call us or**
- **E-mail us to direct your inquiry online**

Our team of skilled IBM representatives is available to answer your administrative inquiries.

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Statements online



Your IBM account online:

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

ibm.com/support/operations

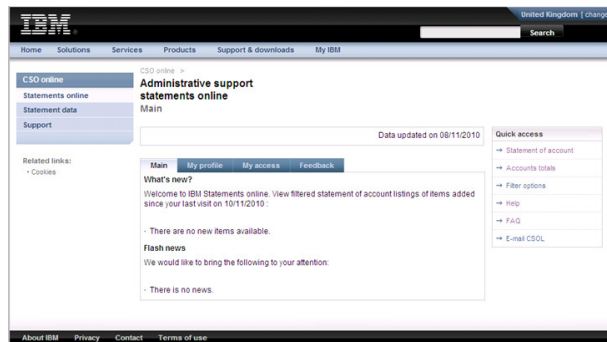
Your online statement of account

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**
- **view latest information and more**

- **View account details**

Reference	Type	Status	Date	Due	Total	Balance
111111	INV	Open	15/09/2010	15/11/2010	\$ 53,415.08	\$ 53,415.08

Reference	Type	Status	Date	Due	Total	Balance
999999	INV	Open	30/09/2010	30/11/2010	€ 41,680.00	€ 41,680.00

- **View item detail by expanding**

→ Access invoice copy by clicking on reference

999999	INV	Open	30/09/2010	30/11/2010	€ 41,680.00	€ 41,680.00
Item type: Invoice (INV)		Status: Open (Open)				
IBM company: IBM		Issue date (Date): 30/09/2010				
Currency: EUR (Euro)		Due date (Due): 30/11/2010				
Settlement date: --						
Customer order ref:						
Invoice category: BIS (Business Innovation Services), [PBS]						
Account info: 654123 - CUSTOMER 2 Location:)						
IBM contact: Customer Support OnLine Team Tel: ' ' Fax: ' ' ;						

- **View account total**

Details	Number of items	Balance total
Default filtered items	1	€ 1,429.70
All filtered items	1	\$ 57,529.00

Details	Number of items	Balance total
123456 – COMPANY 1		
Default filtered items	1	€ 1,429.70
All filtered items	1	€ 1,429.70
123457 – COMPANY 2		
Default filtered items	1	\$ 57,529.00
All filtered items	1	\$ 57,529.00

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

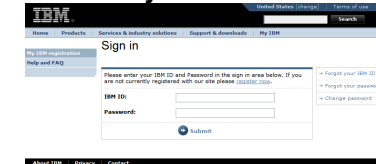
Go to ibm.com/support/operations

- **Select - your country**
- **Select- view print and download your statement of account**

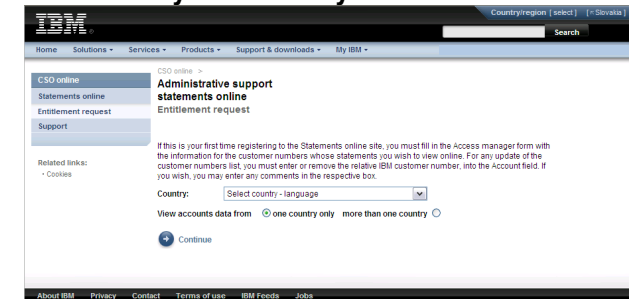
How to register and request access to Statements online

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.