



Want to find out more?

You can access **Customer Support OnLine** by visiting:
ibm.com/ca/en – just look for **My IBM links**.

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

Contact an IBM representative

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

- **Call us at 866-880-2765**

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

- **'Online text chat' with a subject matter expert**
- **Use 'E-mail us' to direct your inquiry online**
- **Initiate a request using our online forms.**

ibm.com/support/operations/ca/en

IBM Canada Ltd

3600 Steeles Avenue East
Markham, Ontario L3R 9Z7

The IBM home page can be found at
ibm.com/ca/en

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 products 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.

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/ca/en

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 real time 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/ca/en** and look for **My IBM links**.

Business made easy with IBM

How can I...

...view my orders online?

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

To access your orders:

- Visit: **ibm.com/ca/en**
- Look for **My IBM links**
- Select **Orders and delivery**
- Choose **Track the status of your order**

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

...view my invoices online?

You can view your invoices online quickly and securely, and print, route or open an inquiry. 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/ca/en**
- Look for **My IBM links**
- Select **Invoices and payments**
- Choose **View, print and download your invoices and credit notes**

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.

...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/ca**
- Look for **My IBM links**
- Select **Invoices and payments**
- Choose **View, print and download your statement of account**

...obtain information online?

You can submit specific questions and requests via the Web site using the available online forms. Your inquiry will be routed directly to our skilled IBM representatives.

To access the online forms:

- Visit: **ibm.com/ca/en**
- Look for **My IBM links**
- Select the appropriate subject from list
- Choose your inquiry and complete the relevant form