



## Want to find out more?

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

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

You can also submit an administrative inquiry when visiting  
any of the **Customer Support OnLine** pages. Simply:

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

### IBM China/Hong Kong Limited

10/F PCCW Tower  
Taikoo Place  
979 King's Road  
Hong Kong

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 2009  
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/hk

**ibm.com**/support/operations/hk

## How can I...

### 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/hk** and look for **Get Support**.

### ...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/hk**
- Look for **Get Support**
- Select **Customer Support**
- Select **Orders and delivery**
- Choose **Track the status of your order**

---

*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.*

---

### ...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/hk**
- Look for **Get Support**
- Select **Customer Support**
- Select **Invoices and payments**
- Choose **View, print and download your invoices and credit notes**

---

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

---

### ...view my contracts online?

You can manage the end-to-end contract process, including electronic delivery, contract approvals, negotiation, electronic signature, retrieval and print.

To access your contracts:

- Visit: **ibm.com/hk**
- Look for **Get Support**
- Select **Customer Support**
- Select **Contracts**
- Choose **Manage your orders**

---

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

---

### ...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/hk**
- Look for **Get Support**
- Select **Customer Support**
- Choose a request and complete the relevant form

## Business made easy with IBM