## eService

The simple way to manage your Ricoh products To move to the new eService portal, simply reset your log-in credentials here: **ricoh.ch/en/support/eservice** 



## Order consumables

- 1. Registered users can use Ricoh's eService to order consumables.
- 2. Once logged in, select 'Order Consumables' and select the machine.
- 3. The order screen is automatically populated with a list of the consumable items which may be ordered for the selected machine.
- 4. All prices are clearly marked. Free-issue items, such as toner for an MFP covered by a full service contract which includes toner, are shown at zero cost.
- 5. Select the required consumable items from the list by entering the quantity required.
- 6. Use the drop-down menu to confirm the delivery mode and delivery charge as well as delivery address and confirm order.









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- 1. Registered users can use Ricoh's eService to register service requests.
- 2. Once logged in, select 'Report an incident'.
- 3. From the list of registered machines, select the machine you wish to place a service request for.

A pop-up window will display previous service requests and can be used to check whether a service request has already been made in respect of this issue.

- 4. A pull-down menu will appear from which you may select a description of the problem.
- Confirm contact details and provide a purchase order or reference number. The contact details can be amended to show a local name and contact number.
- 6. A purchase order number is required for a chargeable service request, such as one for a machine not covered by a service agreement.
- 7. Once you have confirmed your preferred service time, submit your request.





## Submit a meter reading

- 1. Log in to eService and select 'Meter Reading'.
- 2. From the list of registered machines, select the machine you wish to submit a meter reading for.
- 3. You will now be asked to enter a meter reading.
- 4. The previous meter reading is displayed for reference, and suggested minimum and maximum meter readings are shown which are based upon expected usage.
- Submit a new reading in the box headed 'Enter new Meter Reading' and click 'Submit'.

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- 1. Log in to eService and select 'My products'.
- 2. Then select 'Add machine'. You will need the serial number and postcode location of the machine. The serial number may be found on a sticker on the front of the machine.
- If you need to register several machines, click on the FAQ 'How do I register multiple products?'. If you are registering more than 25 machines, there is an option to register via email.
- 4. Enter the serial number of the new machine and its postcode location and click 'Continue'.
- You now have an opportunity to review the machine and account details. Your account details are linked to the machine serial number and are automatically displayed – you can update these.



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