

eService

The simple way to manage your Ricoh products

Registered users can use the portal to order consumables, submit service requests, report meter readings and manage their device registration.

www.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.

1. Welcome to the Ricoh Portal. To log in, enter your credentials below.

2. Ricoh Portal. Please select from the services displayed.

3. My Products. Select the product for which you would like to order consumables.

Serial Number	Friendly Name	Model	Address	Room	Floor	Building	Department
0000000001	Room1	2 Spring Garden, M2 1H					
0000000004	Apartment 6, 122 24						
0000000015	Station	Nationwide House, Pipem Way, S21 1TA					
0000000028	Station	Nationwide House, Pipem Way, S21 1TA					
0000000034	Station	King's Park Road, Warrington, Cheshire, W9 3JW					Northernpoint Address Centre
0000000044	Station	Nationwide House, Pipem Way, S21 1TA					SW A
0000000052	Station	Nationwide House, Pipem Way, S21 1TA					
0000000057	Station	Nationwide House, Pipem Way, S21 1TA					
0000000058	Station	Nationwide House, Pipem Way, S21 1TA					LSC
0000000059	Station	Nationwide House, Pipem Way, S21 1TA					MDH

4. Consumables. Order Summary: 1 x MAGENTA TONER. £0.00.

5. Consumables. Order Summary: 1 x MAGENTA TONER. £0.00.

6. Confirm Shipping Details. Shipping Option: Select a shipping option.

Register service requests

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.

5. 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.

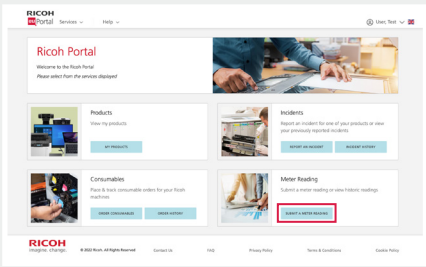
6. For chargeable service requests, please provide a purchase order number where possible.

7. Once you have confirmed your preferred service time, submit your request.

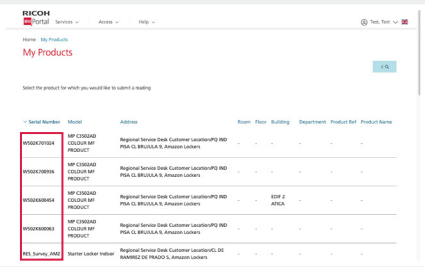
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- | Serial Number | Model | Address | Room | Floor | Building | Department | Product Ref | Product Name |
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| 0000000001 | MP C2000A0 | Regional Service Desk Customer Location (P2) RD | | | | | | |
| 0000000002 | MP C2000A0 | Regional Service Desk Customer Location (P2) RD | | | | | | |
| 0000000003 | MP C2000A0 | Regional Service Desk Customer Location (P2) RD | | | | | | |
| 0000000004 | MP C2000A0 | Regional Service Desk Customer Location (P2) RD | | | | | | |
| 0000000005 | MP C2000A0 | Regional Service Desk Customer Location (P2) RD | | | | | | |
| 0000000006 | MP C2000A0 | Regional Service Desk Customer Location (P2) RD | | | | | | |
| 0000000007 | MP C2000A0 | Regional Service Desk Customer Location (P2) RD | | | | | | |
| 0000000008 | MP C2000A0 | Regional Service Desk Customer Location (P2) RD | | | | | | |
| 0000000009 | MP C2000A0 | Regional Service Desk Customer Location (P2) RD | | | | | | |
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| 0000000100 | MP C2000A0 | Regional Service Desk Customer Location (P2) RD | | | | | | |
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- | Day | Service Time | Start Time | End Time |
|-----------|---------------|------------|----------|
| Monday | 07:30 - 17:30 | 07:30 | 17:30 |
| Tuesday | 07:30 - 17:30 | 07:30 | 17:30 |
| Wednesday | 07:30 - 17:30 | 07:30 | 17:30 |
| Thursday | 07:30 - 17:30 | 07:30 | 17:30 |
| Friday | 07:30 - 17:30 | 07:30 | 17:30 |
| Saturday | 00:00 - 00:00 | 00:00 | 00:00 |
| Sunday | 00:00 - 00:00 | 00:00 | 00:00 |

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.
5. Submit a new reading in the box headed 'Enter new Meter Reading' and click 'Submit'.

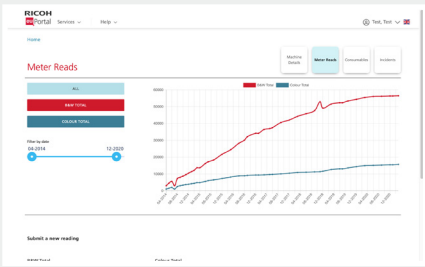
1. 

The screenshot shows the Ricoh Portal home page. The 'Meter Reading' link in the bottom right corner of the main content area is highlighted with a red box.

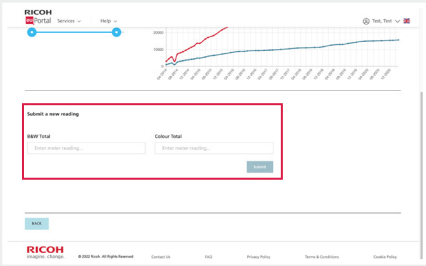
2. 

The screenshot shows the 'My Products' page. A table of registered machines is displayed. The first row is highlighted with a red box.

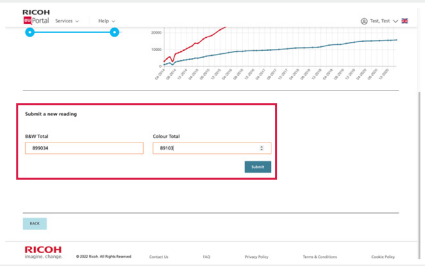
Serial Number	Model	Address	Room	Floor	Building	Department	Product Ref	Product Name
YF00000004	MP C3800D	Regional Service Desk Customer Location (PSD)						
YF00000005	MP C3800D	Regional Service Desk Customer Location (PSD)						
YF00000006	MP C3800D	Regional Service Desk Customer Location (PSD)						
YF00000007	MP C3800D	Regional Service Desk Customer Location (PSD)						
YF00000008	MP C3800D	Regional Service Desk Customer Location (PSD)						
YF00000009	MP C3800D	Regional Service Desk Customer Location (PSD)						
YF00000010	MP C3800D	Regional Service Desk Customer Location (PSD)						
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YF00000099	MP C3800D	Regional Service Desk Customer Location (PSD)						
YF00000100	MP C3800D	Regional Service Desk Customer Location (PSD)						

3. 

The screenshot shows the 'Meter Reads' page. It displays a line graph with 'Last Time' (red line) and 'Enter New' (blue line) readings. The 'Last Time' reading is 10,000 and the 'Enter New' reading is 10,000. The 'Submit a new reading' button is highlighted with a red box.

4. 

The screenshot shows the 'Submit a new reading' form. The 'NEW Total' field is highlighted with a red box. The 'Enter new meter reading' field is also highlighted with a red box.

5. 

The screenshot shows the 'Submit a new reading' form. The 'NEW Total' field is highlighted with a red box. The 'Enter new meter reading' field is also highlighted with a red box.

Register a new machine

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.
3. If you need to register several machines, click on the FAQ for registering multiple machines'. If you are registering more than 25 machines, there is an option of completing the registration process with our assistance.
4. Enter the serial number of the new machine and its postcode location and click 'Continue'.
5. 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.

