

eService

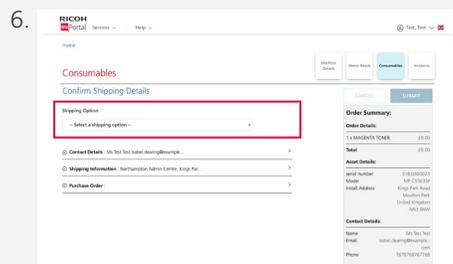
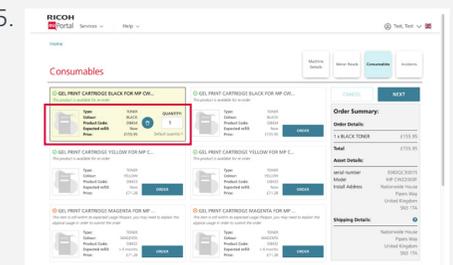
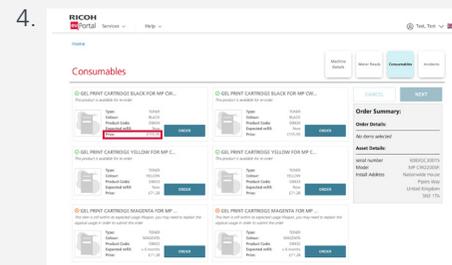
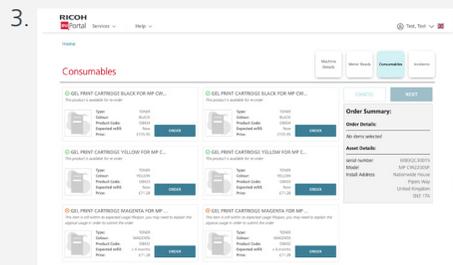
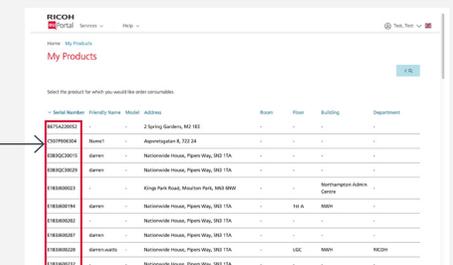
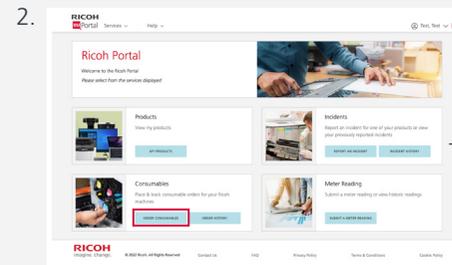
The simple way to manage your Ricoh products

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.

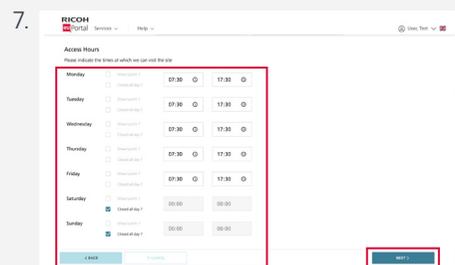
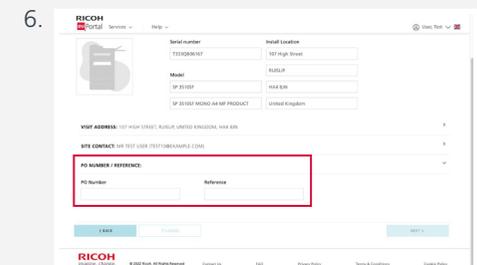
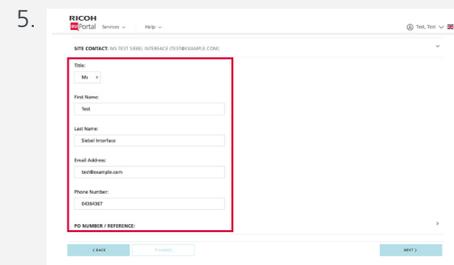
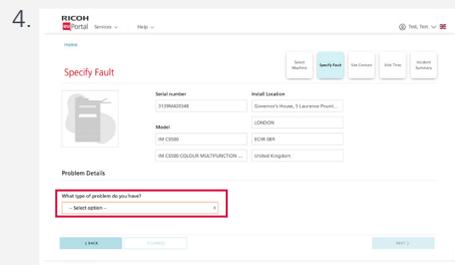
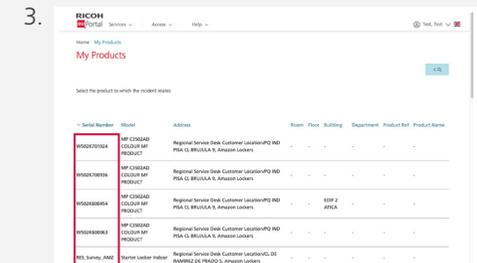
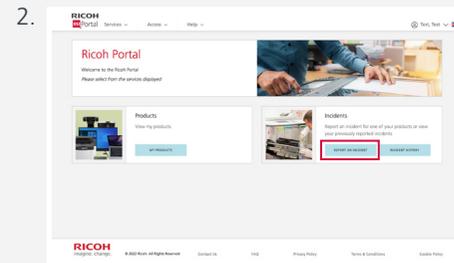


Register service requests

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.

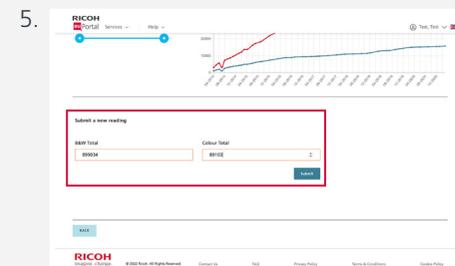
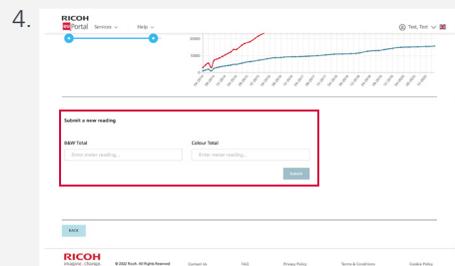
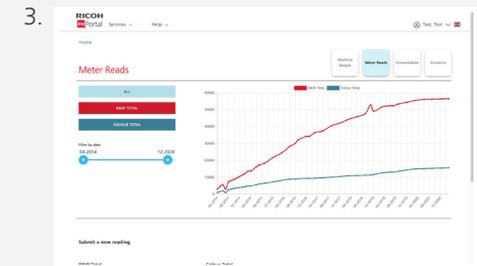
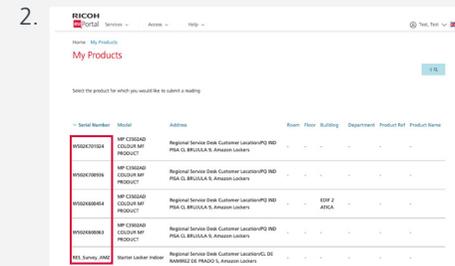
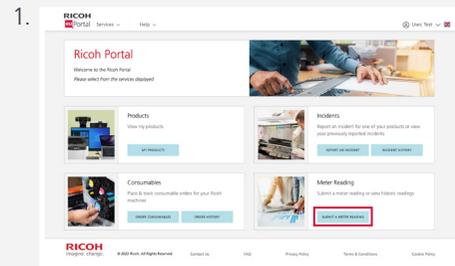
A pop-up window will display previous service requests and can be used to check whether a service request has already been made in respect of this issue.

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



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 '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'.
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.

