

## How to order Supplies

When a user logs into MyRicoh, they are taken to a landing page. The user can select the device from the drop down and click the order supplies option.

The screenshot shows the MyRicoh landing page. At the top, there is a navigation bar with the Ricoh logo and the tagline "imagine. change.". To the right, there are links for "My Account", "Lists", "Help Center", "Warranty Registration", and "Log out". Below this, a user greeting "Hello, Shannon" is displayed next to a shopping cart icon with "(0)" items. There are also "Click to call" and "Click to chat" buttons. A dark navigation bar contains five tabs: "Equipment: Service & Supplies", "Meter Reads", "Business Solutions", "Store", and "Order Center".

The main content area is divided into several sections:

- Ricoh Americas Corporation**: Account #16033526, Customer Service: 1-888-456-6457.
- Order Supplies**: A section with a radio button selected for "Order supplies for my selected equipment". It features a "Choose a device" dropdown menu, an "Order Supplies" button, and a "Create a Bulk Order" button. A green callout box says "Save time by reordering using your previous orders or saved Lists of preferred products." There is also a link to "Go to Create Supply Orders".
- Service Requests**: A section stating "You have no service requests." and providing instructions on how to create service requests, with a link to "Equipment: Service & Supplies".
- Lists**: A section stating "You have no lists." and providing instructions on how to create lists, with a link to "My Lists page".
- Order Center**: A table showing two orders:

Order	Shipped:	Items shipped
66332080	05/06/2021	3 items
66332005	05/05/2021	1 items
- Customer Service Inquiries**: A section with a table header for "Inquiry Number", "Created On", and "Status", and a link to "Go to Customer Service Inquiries".

Users can also click the equipment service and supplies tab and search/select the device.

The screenshot shows the "Equipment: Service & Supplies" page. At the top, there is a search bar with the placeholder text "Model number, serial number or equipment ID" and a "Find Equipment" button. Below the search bar, there are links for "Create bulk supply order" and "Download Equipment List".

The page displays a list of equipment items:

- 19 Chapin Rd Bldg Cs, Pine Brook, NJ 07058-9385**
  - Ricoh AF2238C**
  - Equipment ID: NA, Site reference/location: FL 2 SOUTH, Help me fix my problem, Need service?, Edit
  - Serial number: K0341102194, Personal tag, Service history, Remove
  - Order supplies, Relocate Equipment
- 4667 N Royal Atlanta Dr, Tucker, GA 30084**
  - Ricoh AF2238C**
  - Equipment ID: 20077614, Site reference/location: Please stop by front desk, Help me fix my problem, Need service?, Edit
  - Serial number: K0350200198, Personal tag, Service history, Remove
  - Order supplies, Relocate Equipment

The user can then select the item by clicking the drop down next to the desired device.

MyRicoH > My Equipment & Service > Create Supply Order

### Create Supply Order

Select equipment from your list or search for a piece of equipment.

Shipping for the item(s) highlighted below will be delayed because all or part of the quantity requested is on backorder. The available quantity will be fulfilled immediately; the remainder will be delivered when available.

My Equipment List:

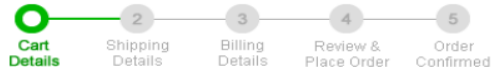
OR

Search for my Equipment:

[Search](#)

<b>TONER CASSETTE TYPE P1 CYAN</b> Product code: 884903 Ready to ship in: 1-2 Days For: Equipment ID: 20077614 <a href="#">show details</a> <a href="#">Add to List</a> - <a href="#">What's this?</a>	Requested Quantity: <input type="text" value="0"/> Recommended Quantity: 0 Regular Price: \$192.10 <b>Free with contract</b>
<b>TONER CASSETTE TYPE P1 MAGENTA</b> Product code: 884902 Ready to ship in: 1-2 Days For: Equipment ID: 20077614 <a href="#">show details</a> <a href="#">Add to List</a> - <a href="#">What's this?</a>	Requested Quantity: <input type="text" value="0"/> Recommended Quantity: 0 Regular Price: \$192.10 <b>Free with contract</b>
<b>TONER CASSETTE TYPE P1 YELLOW</b> Product code: 884901 Ready to ship in: 1-2 Days For: Equipment ID: 20077614 <a href="#">show details</a> <a href="#">Add to List</a> - <a href="#">What's this?</a>	Requested Quantity: <input type="text" value="0"/> Recommended Quantity: 0 Regular Price: \$192.10 <b>Free with contract</b>
<b>FUSER OIL UNIT TYPE P</b>	Requested Quantity: <input type="text" value="0"/>

The requested item is currently on back order so the user is shown a message informing them. If the item is not on back order, this message will not display.



### Shopping Cart

Shipping for the item(s) highlighted below will be delayed because all or part of the quantity requested is on backorder. The available quantity will be fulfilled immediately; the remainder will be delivered when available.

<b>TONER CASSETTE TYPE P1</b> Product Code:884900 Ready to ship in: Over 2 Weeks <b>Shipping delayed: item is on backorder.</b> For: Equipment ID: 20077614   Manufacturer Serial Number: <a href="#">show details</a> <a href="#">Add to List</a> - <a href="#">What's this?</a>	<input type="text" value="1"/> <a href="#">Remove</a> Recommended Quantity: 0 Unit Price: \$44.29 <b>Free with contract</b>
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**SubTotal: \$0.00**

[Continue Shopping](#)

[Checkout](#)

The user can then scroll down and click add to cart, to add the item to their shopping cart. The user can then checkout if they are ready to checkout with the item(s) or they can click continue shopping to add another item.

[MyRicoH](#) > [My Equipment & Service](#) > [Create Supply Order](#) > [View Shopping Cart](#) > [Checkout](#) > **Search Contact**

## Order Checkout - Search Contact

Search for contact and select from the results. If no contact is found, click on "Create Contact" to create a new contact.

**Search and Select Contact**

Search from existing address: (use % as wild card)

First Name:

Last Name:

Email:

Phone Number:    Ext:

◀ Previous 1 - 20 Next 20 ▶

SELECT:	FIRST NAME:	LAST NAME:	PHONE:	EXT:	EMAIL:
<input checked="" type="radio"/>	Steve	Swanick	603 2631914		stephen.swanick@falsefalsefalse-ricoh-usa.com
<input type="radio"/>	CYNDEE	WHIPPLE	714 5663502		tustintechologyportal@falsefalsefalseRIC
<input type="radio"/>	Beth	Brillon	832 5136108		beth.brillon@falsefalsefalse-ricoh-usa.com
<input type="radio"/>	MARCUS	SHORT	1 703 6986730		
<input type="radio"/>	ELLEN	LITTLE	1 770 6211242		
<input type="radio"/>	JIM	WALLING	1 888 4238759		
<input type="radio"/>	KRISTINE	WADE	1 610 5735456		
<input type="radio"/>	YVETTE	FRANCISCO	1 201 3090022		
<input type="radio"/>	ALAN	FINAN	1 212 7904100		
<input type="radio"/>	RICHARD	JONES	1 905 5074220		
<input type="radio"/>	BRIAN	SANDRIDGE	1 913 9812345		
<input type="radio"/>	JARED	ACTON	1 913 9812345		
<input type="radio"/>	LINDA	HARRIS	1 973 4346008		
<input type="radio"/>	RENE	PELOT	1 936 3723654		
<input type="radio"/>	RONALD	MASON	1 443 3946064	235	
<input type="radio"/>	MICHAEL	LOWE	1 949 8622765		
<input type="radio"/>	JOHN	HOWARD	1 941 4454665		
<input type="radio"/>	BILL	SCHILLING	1 856 8104266		
<input type="radio"/>	OFFICE	MANAGER	1 973 8084484		
<input type="radio"/>	DEREK	GIBSON	1 601 9355870		

◀ Previous 1 - 20 Next 20 ▶


The shipping address should be defaulted (as the current ship to address in Installed Base) but it can be changed by clicking change under the address and searching the correct address. You can search by using the wild card (%) or entering the zip code. Do not use the full address to search. Once the address comes up, select the radio button next to it and click select.

The Location details field displays the site reference location information but the user can update this information for the order. The shipping contact defaults to the user placing the profile but if it should be another contact, it can be changed for the order by clicking change under the user information. You can search by using the wild card (%) or entering a contact name. Once the user shows comes up, select the radio button next to it and click select. If the contact does not already show, you can create a new contact by clicking create new contact and entering their information.

Ground shipping is defaulted and the user may select next day air if desired.

Once the information on this page has been verified, the next step is to click continue to billing details.

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My Account | Lists | Help Center | Warranty Registration | Log out  
Hello, Shannon  (1) [Click to call](#) [Click to chat](#)

Equipment: Service & Supplies | Meter Reads | Business Solutions | **Store** | Order Center

1  Cart Details | 2  **Shipping Details** | 3  Billing Details | 4  Review & Place Order | 5  Order Confirmed

### Shipping Details

#### Shipping Address

4667 N Royal Atlanta Dr  
Tucker, GA 30084  
[Change](#)

Location

#### Shipping Contact

Shannon Johnson  
555-3100172  
shannon.r.johnson@ricoh-usa.com  
[Change](#)

#### Shipping Method

**Ground Shipment** - Ground Shipment orders will take approximately 3-5 days to be delivered.  
 **Next Day Air** - Next Day Air orders received after 2.00 PM local time will not ship until the next business day.  
Once you select Next Day Air shipping method additional charges may be added to your order

#### Order Comments

Enter any comments or instructions associated with your order. You might want to consider telling us:How many stairs are at your delivery location Is there a loading dock at your location

240 character limit

[Continue to Billing Details](#)

The billing address shows as defaulted in Oracle and invoice comments can be added if needed and should display on the invoice for the order. Once the information on this page has been verified, the next step is to click review and place order

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Equipment: Service & Supplies | Meter Reads | Business Solutions | Store | Order Center

Progress: **Cart Details** ✓ | **Shipping Details** ✓ | **Billing Details** ○ | 4 Review & Place Order | 5 Order Confirmed

### Billing Details

Below is the billing information for your order. If the bill to address is not correct for this order, click the Change link to select the correct one.

**Billing Details**

4667 N Royal Atlanta Dr  
Tucker, GA 30084  
[Change](#)

**Additional Billing Information**

Customer Invoice Comments

[Review and Place Order](#)

On this page, all information entered for the order should show and can be reviewed/edited. Once reviewed, click place your order.

**RICOH**  
imagine. change.

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Hello, **Shannon** [Click to call](#) [Click to chat](#)

Equipment: Service & Supplies | Meter Reads | Business Solutions | Store | Order Center

Progress: **Cart Details** ✓ | **Shipping Details** ✓ | **Billing Details** ✓ | **Review & Place Order** ○ | 5 Order Confirmed

### Review Order

**Shipping Address:**  
4667 N Royal Atlanta Dr  
Tucker, GA 30084

**Location:**  
Please stop by front desk

**Shipping Contact:**  
Shannon Johnson  
555-3100172  
shannon.r.johnson@ricoh-usa.com

**Shipping Method:** Ground  
[Change shipping details](#)

**Billing Address:**  
4667 N Royal Atlanta Dr  
Tucker, GA 30084

**Payment Method:** Invoice  
[Change billing details](#)

**Order Summary**

Subtotal:	\$0.00
Shipping & Handling:	\$0.00*
Taxes:	\$0.00
<b>Order Total (1 items):</b>	<b>\$0.00</b>

By placing your Order, you agree to the Terms and Conditions of this order.

[Place Your Order](#)

\* Shipping & Handling charges will be assessed in accordance to your agreement with Ricoh.

**TONER CASSETTE TYPE P1** Ready to ship in: Over 2 Weeks

Product Code: 884900 Quantity: 1

For: Equipment ID: 20077614| Manufacturer Serial Number: [show details](#)

By placing your Order, you agree to the Terms and Conditions of this order.

[Place Your Order](#)

A confirmation number should be generated.



[My Account](#) | [Lists](#) | [Help Center](#) | [Warranty Registration](#) | [Log out](#)

Hello, **Shannon**  (0)

[Click to call](#) 

[Click to chat](#)

Equipment: Service & Supplies

Meter Reads

Business Solutions

Store

Order Center



Save time on future purchases by setting and activating your Express Checkout preferences in your [profile](#) now.

## Order Confirmation

Thank you!

Your order number **66332081** has been submitted successfully and can be tracked in [Order Center](#).



### Shopping

Need more toner, staples or other Ricoh supplies? Browse your catalog and add more supplies to your cart.

[Continue Shopping](#)



### Lists

#### Time saving tips:

Add these items to a new or existing list

Return to reorder and select easily from your saved list

Save time on future purchases of frequently ordered items

[Add All Ordered Items to List](#)