

## How to submit a service request

First the user logs into MyRicoH.com and is taken to landing page. The user can then click the **Equipment Service and Supplies** tab at the top of the page.

The screenshot shows the MyRicoH.com 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 these links, there is a notification bell icon, the text "Hello, Shannon", a shopping cart icon with "(1)", and two buttons: "Click to call" and "Click to chat".

Below the navigation bar, there are five tabs: "Equipment: Service & Supplies", "Meter Reads", "Business Solutions", "Store", and "Order Center". The "Equipment: Service & Supplies" tab is currently selected.

Below the tabs, there is a section for "RicoH Americas Corporation" with the account number "#16033526" and customer service number "1-888-456-6457".

The main content area is divided into several sections:

- Order Supplies:** This section has a radio button for "Order supplies for my selected equipment". Below it is a dropdown menu labeled "Choose a device" and a blue "Order Supplies" button. There is also a "Create a Bulk Order" button and a green callout box that says "Save time by reordering using your previous orders or saved Lists of preferred products."
- Service Requests:** This section states "You have no service requests." and "To create service requests, go to your Equipment Page." It includes a link "Go to Equipment: Service & Supplies".
- Lists:** This section states "You have no lists." and "You can create lists from the My Lists page." It includes a link "Go to Lists".
- Order Center:** This section displays a table of orders:

Order	Shipped:	Items shipped
<a href="#">66332081</a>	05/06/2021	1 items
<a href="#">66332080</a>	05/06/2021	3 items
<a href="#">66332080</a>	05/06/2021	3 items

- Customer Service Inquiries:** This section has a table with columns "Inquiry Number", "Created On", and "Status". It includes a link "Go to Customer Service Inquiries".

Users are shown the list of devices that they are associated with on MyRicoH.

The screenshot shows the "Equipment: Service & Supplies" 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 these links, there is a notification bell icon, the text "Hello, Shannon", a shopping cart icon with "(1)", and two buttons: "Click to call" and "Click to chat".

Below the navigation bar, there are five tabs: "Equipment: Service & Supplies", "Meter Reads", "Business Solutions", "Store", and "Order Center". The "Equipment: Service & Supplies" tab is currently selected.

Below the tabs, there is a section for "MyRicoH > Equipment".

The main content area is titled "Equipment: Service & Supplies" and contains a search bar for "Model number, serial number or equipment ID" with a "Find Equipment" button. There are also links for "Create bulk supply order" and "Download Equipment List".

The page displays a list of devices with their addresses and details:

- 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, Edit
  - Serial number: K0341102194, Personal tag, Need service?, Remove
  - Service history
  - 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, Edit
  - Serial number: K0350200198, Personal tag, Need service?, Remove
  - Service history
  - Order supplies
  - Relocate Equipment

Select **Need Service** to the right of the device that requires service.

Equipment: Service & Supplies

Meter Reads

Business Solutions

Store

Order Center

[MyRicoH](#) > [Equipment](#)

## Equipment: Service & Supplies

Model number, serial number or equipment ID

[Find Equipment](#)

[What's this?](#)

[Create bulk supply order](#)

[Download Equipment List](#)

19 Chapin Rd Bldg Cs, Pine Brook, NJ 07058-9385

### Ricoh AF2238C

Equipment ID NA Site reference/location FL. 2 SOUTH  
Serial number K0341102194 Personal tag

[Help me fix my problem](#)

[Edit](#)

[Need service?](#)

Select Problem Type 

[Remove](#)

[Service history](#)

[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  
Serial number K0350200198 Personal tag

[Help me fix my problem](#)

[Edit](#)

[Need service?](#)

[Service history](#)

[Remove](#)

Select the problem type that best matches your issue.

Equipment: Service & Supplies

Meter Reads

Business Solutions

Store

Order Center

[MyRicoH](#) > [Equipment](#)

## Equipment: Service & Supplies

Model number, serial number or equipment ID

[Find Equipment](#)

[What's this?](#)

[Create bulk supply order](#)

[Download Equipment List](#)

19 Chapin Rd Bldg Cs, Pine Brook, NJ 07058-9385

### Ricoh AF2238C

Equipment ID NA Site reference/location FL. 2 SOUTH  
Serial number K0341102194 Personal tag

[Help me fix my problem](#)

[Edit](#)

[Need service?](#)

Select Problem Type  
Copy/print quality  
Fax issues  
Message displayed  
Noise/odor  
No power/machine down  
Paper jam  
Print/scan issues  
System error code  
Toner spill/dirty machine  
Problem not listed here

[Remove](#)

4667 N Royal Atlanta Dr, Tucker, GA 30084

Once the issue is selected, click **GO**.



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

[MyRicoH](#) > [Equipment](#)

## Equipment: Service & Supplies

Model number, serial number or equipment ID  [What's this?](#) [Find Equipment](#)

[Create bulk supply order](#)

[Download Equipment List](#)

19 Chapin Rd Bldg Cs, Pine Brook, NJ 07058-9385

### Ricoh AF2238C

Equipment ID NA Site reference/location FL. 2 SOUTH  
Serial number K0341102194 Personal tag

[Help me fix my problem](#)

[Edit](#)

[Need service?](#)

Fax issues  [Go](#)

[Remove](#)

[Service history](#)

[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  
Serial number K0350200198 Personal tag

[Help me fix my problem](#)

[Edit](#)

[Need service?](#)

[Service history](#)

[Remove](#)

If a service call may not be necessary, you can chat with a technician to resolve the issue over the phone.



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

[MyRicoH](#) > [Equipment](#) > [Service](#)

## Service

Online Solutions for Ricoh AF2238C Fax issues

### Live Technical Help

Your Fax issues can be solved quickly with our Technical Assistance options.

[Leave a message](#)

[Have Technical Support call me](#)

### Self Help

Our KnowledgeBase may already have your answer to solve Fax issues

[Go to KnowledgeBase](#)

[Cancel](#)

[Continue](#)

If you do not wish to chat or if a service call is necessary, select if you used the knowledgebase or not and then click **Continue to Service**.



[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

[MyRicoH](#) > [Equipment](#) > [Service](#)

## Service

### Online Solutions for Ricoh AF2238C Fax issues

#### Live Technical Help

Your Fax issues can be solved quickly with our Technical Assistance options.

[Leave a message](#) 

[Have Technical Support call me](#)

#### Self Help

Our KnowledgeBase may already have your answer to solve Fax issues

[Go to KnowledgeBase](#)

In order to better serve you in the future, please tell us why you decided to submit a Service Request:

- Chat or Knowledge Base were unable to resolve my issue.
- I did not use Chat or Knowledge Base.

Additional Comments optional


[Cancel](#)

[Continue to Service](#)

You are then taken to the service request form. Enter the problem description and ensure that the equipment number and service address is correct. The service address is incorrect, click change location.

Service contact search – Sort then select the address that is correct from the list by clicking ***use this address***.

**RICOH**  
imagine. change.

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

MyRicoH > Equipment > Service

**Create Service Request**

Service Details | Review | Confirmation

All fields are required unless noted otherwise.

**Problem details**

Problem Selected  
Fax Issues

Describe the Problem

Business Hours  
From:   
To:

Is your machine down?  Yes  No

**Equipment Details**

<b>Equipment ID</b> NA	<b>Location</b> <a href="#">Change Location</a> 19 Chapin Rd Bldg Cs Pine Brook NJ 07058-9385	<b>Site reference/location</b> FL 2 SOUTH
<b>Serial number</b> K0341102194		<b>Location Notes</b> optional <input type="text"/>

**Contact details**

Shannon Johnson  
shannon.r.johnson@ricoh-usa.com  
555-310-0172

Email additional copy of service request optional

<b>Equipment ID</b> NA	<b>Location</b> <a href="#">Change Location</a> 19 Chapin Rd Bldg Cs Pine Brook NJ 07058-9385	<b>Site reference/location</b> FL 2 SOUTH
<b>Serial number</b> K0341102194		<b>Location Notes</b> optional <input type="text"/>

**Contact details**

Shannon Johnson  
shannon.r.johnson@ricoh-usa.com  
555-310-0172

Email additional copy of service request optional

If the address is not showing listed, click add new address below.

1 Columbus Cir Ne Rm C745 Admin Ofc Us Courts Washington DC 20544-0003	Use this address
1 Conservation Way Brunswick GA 31520-8686	Use this address
1 Dodge Dr West Caldwell NJ 07006-6713	Use this address
1 Gateway Ct Ikon Reman Bolingbrook Edc Bolingbrook IL 60440	Use this address
1 Independent Dr Ste B1 Jacksonville FL 32202-5039	Use this address
1 Lmu Dr Lmu Los Angeles CA 90045-2650	Use this address
1 Market Spear Tower San Francisco CA 94105	Use this address
1 Medical Plaza Dr Roseville CA 95661-3037	Use this address

Cancel Add New Address

An additional contact can be added to the service request by clicking **Add a one-time contact for this service request**. Also, you can have a copy of the service request emailed to another contact.

**Contact details**

Shannon Johnson  
shannon.r.johnson@ricoh-usa.com  
555-310-0172

Email additional copy of service request optional

[Add a one-time contact for this Service Request](#)

First name  Last name

Email Address

Telephone  -  -  Ext

Once you have reviewed and confirmed that the service request information, click submit.



## Create Service Request - Review

### Problem details

**Problem Selected**

Fax issues

**Problem description**

test

**Business hours**

From 2:00 AM

To 1:00 AM

Is your machine down? No

### Equipment Details

**Ricoh AF2238C**

**Equipment ID**

NA

**Location**

19 Chapin Rd Bldg Cs  
Pine Brook NJ 07058-9385

**Site reference/location**

FL. 2 SOUTH

**Serial number**

K0341102194

### Contact details

Shannon Johnson

shannon.r.johnson@ricoh-usa.com

555-310-0172

Cancel

Edit

Submit

You should receive a confirmation message and number once completed.

[MyRicoH](#) > [Equipment](#) > Service



## Create Service Request - Confirmation

Your request for service has been successfully submitted. You will receive an email confirmation with all your details.

Service Work Order Number : Pending

### Problem details

**Problem Selected**

Fax issues

**Problem description**

test

**Business hours**

From 2:00 AM

To 1:00 AM

Is your machine down? No

### Equipment Details

**Ricoh AF2238C**

**Equipment ID**

NA

**Location**

19 Chapin Rd Bldg Cs

**Site reference/location**

FL 2 SOUTH

**Serial number**

K0341102194

Pine Brook NJ 07058-9385

### Contact details

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