

eService

The simple way
to manage your
Ricoh products

RICOH eService User Guide

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The eService portal is designed with ease-of-use in mind, allowing you to submit queries and information relating to your products quickly and intuitively with just a few clicks.


eService
24/7



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Why eService?



Today, electronic communication is the most effective way of sharing business information quickly and easily. That is why at Ricoh we have developed the online eService portal, to offer you an even more efficient way to communicate with us.

Sophisticated routing options ensure your business requirements are delivered to the Ricoh team in a timely manner, ensuring a prompt response. The eService portal is also simple and intuitive to use, with help available at any stage should you need it.

With flexible working becoming more common place around the globe, eService offers your business the advantage of access to the online platform 24 hours a day, seven days a week, from anywhere. Forget about having to call at a particular time of the day, you can now log your queries when it suits you.

The eService portal provides you with a single point of contact with Ricoh, so that you can focus on what really matters – running your business.

Simple

Ricoh's eService portal has been designed specifically for your ease-of-use. Once logged-in, it takes just a few steps to quickly submit requests, search for information and view the orders for your Ricoh equipment.

Convenient

The eService portal enables you to place orders, submit meter readings and log service queries at a time convenient to you. You can be sure that your enquiry will reach the team here at Ricoh in no time, and we will respond to your request as soon as possible.

Practical

The eService portal is your gateway to Ricoh support, providing you with a 'one-stop-shop' for any requirements or concerns you may have. Many issues can be resolved quickly using our extensive Knowledge Base, while you can also order and track consumable items, submit meter readings and log technical support requests.

Register as user

New users must register to use the Ricoh eService utility.

To register, visit the Ricoh eService web page at www.ricoh.co.uk/eservice.

The utility can also be accessed via Ricoh's home page by visiting the Support section and selecting Ricoh eService.

The screenshot shows the Ricoh eService website interface. At the top right, there is a language selection dropdown menu set to 'English'. The main header features the Ricoh logo with the tagline 'imagine. change. eService'. Below the header is a large banner image of a city street at night with light trails, overlaid with a red box containing the text 'Simple Convenient Practical' and 'Ricoh eService 24/7 portal'. To the right of the banner is a vertical red bar with the text 'eService'. Below the banner, the 'Ricoh eService' section contains a brief description of the service and a list of capabilities: 'With eService you can:' followed by four items: 'Receive technical support by logging your query', 'Order and track consumables items for your Ricoh equipment', 'Quickly report meter readings for your Ricoh equipment', and 'Visit Ricoh eService to register and login'. To the right of this section is a 'Login Here' form with fields for 'User ID' and 'Password', a 'Remember Me' checkbox, and links for 'Forgotten user ID?' and 'Forgotten password?'. Below the form is a 'Login' button and a 'Not registered yet?' section with a prominent green 'Register with us' button. Further down, there are 'Quick Links' for 'Contact eService', 'Frequently Asked Questions', and 'Ricoch Smart Return'. At the bottom right, there is a 'IT Services' section with a blue background and white text, stating 'Flexible high quality services & solutions' and 'Ricoh provides IT services that meet the needs of small, medium and enterprised sized organizations. Find out more'.

If required, you may select a different language from the pull down menu (top right).

New users should select 'Register with us' (green button, right side of page).

Enter the serial number of your machine and its post code location.

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Home My Account FAQ Contact Us

User Registration

Register one of your products to create a new user account. If you are a customer of a dealer or reseller, please contact your Support Desk to discuss your user registration in eService. If you have multiple products to register, a fast track option is provided after completing initial registration.

Product Details User Details Product Preferences

Product details

Please register one of your products to proceed with your eService registration. *Required field

Serial Number*

Postal Code*

Republic of Ireland customers – if required, please contact the Ricoh Ireland helpdesk on 1890202900 to confirm the postal code recorded for your address.

Clear Product Details Continue

If you have multiple machines, you need only enter one serial number and post code.

Click 'Continue'.

Your account details are linked to the machine serial number and are automatically displayed.

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Home My Account FAQ Contact Us

User Registration

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Product Details User Details Product Preferences

Product details

Please register one of your products to proceed with your eService registration. *Required field

Serial Number*

Postal Code*

Republic of Ireland customers – if required, please contact the Ricoh Ireland helpdesk on 1890202900 to confirm the postal code recorded for your address.

Clear Product Details Continue

Account Details

Update your account details if they are incorrect.

Product E163M720080 | 416510 (MFP C3503SP COLOUR MFP WIRED FOR 220V-50/60HZ)

Account Name

Address

Cancel Submit Product Details

If you have entered an incorrect serial number, you may correct it by selecting 'Clear Product Details'.

If the account details need updating, you may request a change by selecting 'Update your account details'. When you are happy with the information displayed, select 'Submit Product Details'. The new information will be verified by Ricoh and amended.

You will now be asked to provide personal contact details.

Please enter your details using the form.

Fields marked with an asterisk (*) are mandatory and must be completed.

The screenshot shows the 'User Registration' page on the Ricoh eService website. The page has a navigation bar with 'Home', 'My Account', 'FAQ', and 'Contact Us'. Below the navigation bar is the 'User Registration' heading and a sub-heading 'User details'. A progress indicator shows 'Product Details', 'User Details' (highlighted), and 'Product Preferences'. The 'User details' section contains several form fields: 'Title*', 'First Name*', 'Last Name*', 'Email Address*', 'User ID (max. 20 characters)*', 'Password (Alphanumeric password should be minimum eight characters long and must have at least one lowercase character, one uppercase character and one number.)', 'Verify Password*', 'Work Phone Number', 'Mobile Phone Number', 'Job Function*', 'Industry Sector*', and 'Registration code'. Below these are 'Security Questions' and 'Security Answers'. The 'Email Preferences' section has checkboxes for 'Send service request confirmation emails', 'Send order confirmation emails', 'Send meter readings confirmation emails', and 'Send future promotions'. At the bottom, there is a checkbox for 'I agree to the Terms & Conditions*'. The form ends with three buttons: 'Back to Product Details', 'Cancel', and 'Submit User Details'.

It is necessary to confirm your agreement to the 'Terms & Conditions' of use, which may be reviewed by clicking on the link 'Terms & Conditions'.

When you are happy with the information entered, please select 'Submit User Details'.

You will now be asked to confirm your preference settings.

Use the checkbox to confirm that you wish to receive email reminders when meter readings are due.

The screenshot shows the 'Product Preferences' step of the user registration process. At the top, the Ricoh logo and tagline 'imagine. change. eService' are displayed. A navigation bar includes 'Home', 'My Account', 'FAQ', and 'Contact Us'. The main heading is 'User Registration', followed by a sub-heading 'Product Preferences'. A progress indicator shows 'Product Details', 'User Details', and 'Product Preferences' (highlighted in blue). Below the heading, there is a note: 'Choose your product preferences to complete user registration' with a '*Required field' label. The section is titled 'Preference setting for the registered product'. It contains a radio button selection for 'Send email reminders for meter readings when they are due.' with 'Yes' selected. Below this are input fields for 'Back-up email address' and 'Friendly Name', and a text area for 'Remarks (Max. 250 characters)'. At the bottom, there are three buttons: 'Back to User Details', 'Cancel', and 'Register'.

Provide a backup email address (which may be used by Ricoh for meter reading reminders) and a friendly name (that will help you identify the registered machine e.g. Ground Floor Copier).

Select 'Register' to complete the user registration process. You will see confirmation that registration has been completed.

The screenshot shows the 'Registration completed' confirmation page. At the top, the Ricoh logo and tagline 'imagine. change. eService' are displayed. A navigation bar includes 'Home', 'My Products', 'My Account', 'FAQ', and 'Contact Us'. The main heading is 'Registration completed.' followed by a sub-heading 'You have successfully created your new account and registered your product.' Below this, there is a note: 'If you have 25 or more products to register on the eService portal, we request you to send an email to your local support desk. Please specify your user login name and the list of products to be registered along with your account number. To know more about this option, go to [FAQ on Registering Multiple Products](#).' The section is titled 'What would you like to do next?' and contains five options with icons: 'Raise a service request' (envelope icon), 'Order consumables' (pencil and paper icon), 'Register a new product' (document icon), 'Submit a meter reading' (meter icon), and 'Go to Ricoh Return' (recycling icon).

Login to your account

Registered users can use Ricoh's eService portal to request service, order consumables, submit meter readings and manage their account and machine registration details.

Ricoh's eService portal can be accessed at www.ricoh.co.uk/eservice. It can also be accessed via Ricoh's home page by visiting the Support section and selecting Ricoh eService.

Select your preferred language from the pull down menu (top right) and enter your User ID and Password.

The screenshot shows the Ricoh eService portal login page. At the top right, there is a language selection dropdown menu set to "English". The Ricoh logo is displayed with the tagline "imagine. change. eService". A large banner image features a city street at night with light trails, overlaid with a red box containing the text "Simple Convenient Practical" and "Ricoh eService 24/7 portal". To the right of the banner is a vertical red bar with the word "eService". Below the banner, the "Ricoh eService" section contains a brief description of the service and a list of capabilities: receiving technical support, ordering consumables, reporting meter readings, and visiting the portal to register and login. On the right side, the "Login Here" section includes input fields for "User ID" and "Password", a "Remember Me" checkbox, and links for "Forgotten user ID?" and "Forgotten password?". A "Login" button is positioned below these fields. Below the login section is a "Not registered yet?" section with a green "Register with us" button. Further down, a "Quick Links" section provides links to "Contact eService", "Frequently Asked Questions", and "Ricoh Smart Return". At the bottom right, there is a promotional banner for "IT Services" with the text "Flexible high quality services & solutions" and a "Find out more" link.


[Login Here](#)

 Remember Me

[Forgotten user ID?](#)
[Forgotten password?](#)

[Not registered yet?](#)

Ricoh eService

Ricoh eService makes it simple for you to submit orders and information for your Ricoh equipment. You can also make enquiries about Ricoh products easily. eService is designed to be intuitive to use with straightforward steps for each process.

You can use eService anytime, day or night and be assured that your message will reach the right recipients here at Ricoh. We will respond as soon as possible. It really is the best way to contact us for all routine communication.

With eService you can:



Receive technical support by logging your query



Order and track consumables items for your Ricoh equipment



Quickly report meter readings for your Ricoh equipment



Visit Ricoh eService to register and login

Quick Links

[Contact eService](#)

Contact Ricoh eServices team for any queries related to eService

[Frequently Asked Questions](#)

Check out the most frequently asked questions on eService.

[Ricoh Smart Return](#)

Find out more about our 'Zero Waste To Landfill' environmental protection programme for the return of original Ricoh consumables.



On the welcome page, there are links to Service Request, Consumable Order, Meter Reading, Register a New Machine and Bulk Product Registration.

On the right side of the welcome page, under Quick Links, there are also links to Ricoh's self-help Knowledge Base, Downloads and Ricoh Smart Return.

Request Service

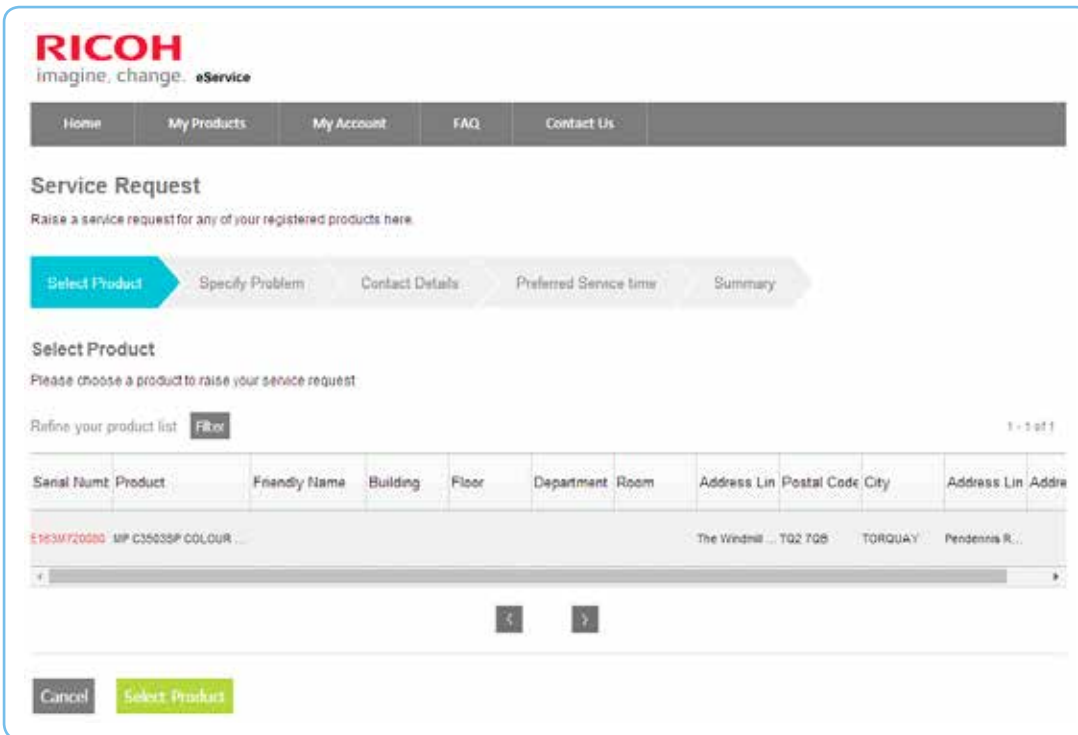
Registered users can use Ricoh's eService portal to request service.

Log in to eService with your User ID and Password.

Select 'Service Request'.

The screenshot shows the Ricoh eService portal homepage. At the top right, there is a language dropdown menu set to 'English'. The Ricoh logo is on the left, with the tagline 'imagine. change. eService'. A large banner image shows a city street at night with light trails, overlaid with a red box containing the text 'Simple Convenient Practical' and 'Ricoh eService 24/7 portal'. To the right of the banner is a vertical red bar with 'eService' written vertically. Below the banner, the 'Login Here' section contains input fields for 'User ID' and 'Password', a 'Remember Me' checkbox, and links for 'Forgotten user ID?' and 'Forgotten password?'. A 'Login' button is below these fields. The 'Not registered yet?' section features a green 'Register with us' button. The 'Quick Links' section includes links for 'Contact eService', 'Frequently Asked Questions', and 'Ricoh Smart Return'. The 'Contact eService' link is accompanied by the text 'Contact Ricoh eServices team for any queries related to eService'. The 'Frequently Asked Questions' link is accompanied by 'Check out the most frequently asked questions on eService.'. The 'Ricoh Smart Return' link is accompanied by 'Find out more about our 'Zero Waste To Landfill' environmental protection programme for the return of original Ricoh consumables.'. Below the quick links, there is a promotional box for 'IT Services' with the text 'Flexible high quality services & solutions' and 'Ricoh provides IT services that meet the needs of small, medium and enterprised-sized organizations. Find out more'.

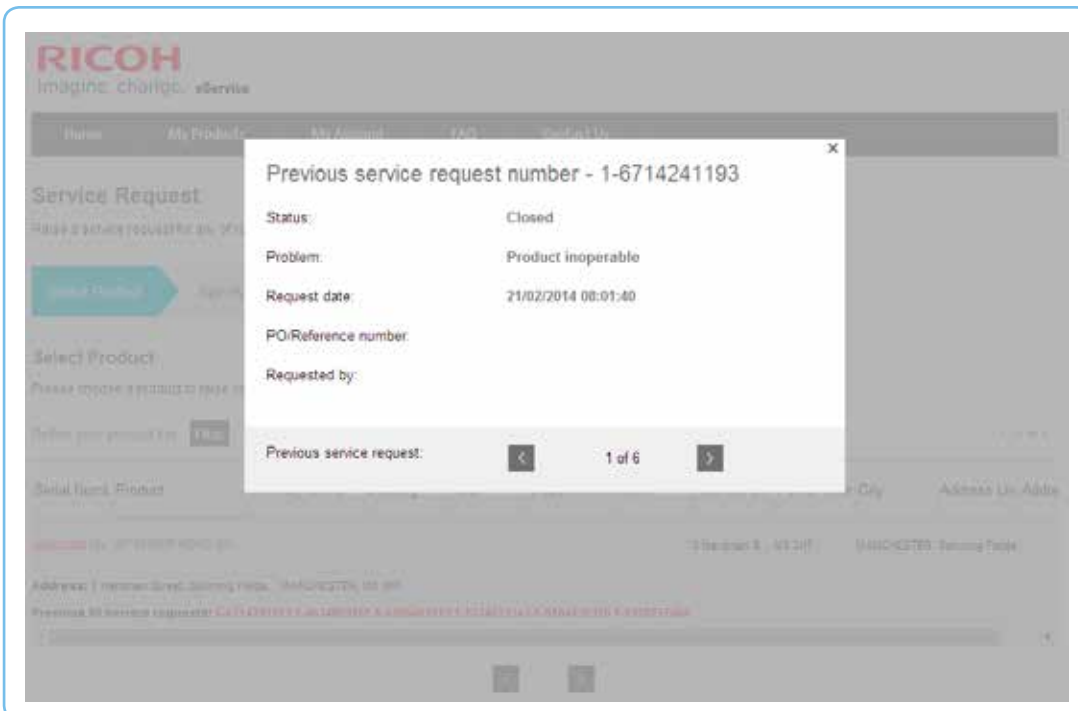
A new window opens that will guide you through the service request process.



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. The pop-up window can be closed by clicking the cross (X) in the top right corner.

To proceed, click 'Select Product'.



You will now be asked to specify the problem.

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Home My Products My Account FAQ Contact Us

Service Request

Raise a service request for any of your registered products here.

Select Product **Specify Problem** Contact Details Preferred Service time Summary

Specify Problem

Choose the option that best describes the problem with your product. Please also provide a brief description of the problem.

Serial Number : E163M720000 | Product Description : MP C3503SP COLOUR MFP WIRED FOR 220V-50/60HZ | Location :

Knowledge Base

We invite you to use our 'Knowledge Base', which may help you solve the problem.

Knowledge Base
A DIY self help kit with tips and instructions to resolve your problem.

Did 'Knowledge Base' resolve your problem?* Yes No

Back to Select Product Cancel Specify Problem

Some problems can be quickly resolved by the user, reducing machine downtime.

Selecting 'Knowledge Base' opens a new window which provides simple self-help solutions to many common problems.

Select a Model

Deutsch English Español Français Italiano Nederlands

Color Multifunction
Select a product

Black & White Multifunction
Select a product

Printers Color
Select a product

Printers B&W
Select a product

Facsimile
Select a product

Scanners
Select a product

Production Printing Systems
Select a product

Wide / Large Format Solutions
Select a product

Digital Duplicators
Select a product

Projectors
Select a product

If you are able to resolve the problem using Knowledge Base, close the Knowledge Base window and check 'Yes' beside 'Did Knowledge base resolve your problem?'

If you were not able to resolve the problem using Knowledge Base, close the Knowledge Base window and check 'No' beside 'Did Knowledge base resolve your problem?'

A pull-down menu will now appear from which you may select a description of the problem.

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Home My Products My Account FAQ Contact Us

Service Request

Raise a service request for any of your registered products here.

Select Product **Specify Problem** Contact Details Preferred Service time Summary

Specify Problem

Choose the option that best describes the problem with your product. Please also provide a brief description of the problem.

Serial Number : E163M720000 | Product Description : MP C3503SP COLOUR MFP WIRED FOR 220V-50/60HZ | Location :

Knowledge Base

We invite you to use our 'Knowledge Base', which may help you solve the problem.

Knowledge Base
A DIY self-help kit with tips and instructions to resolve your problem.

Did 'Knowledge Base' resolve your problem? Yes No

Problem details

Problem Area*

Please provide a brief description (max. 2000 characters) that will help us give you the information you need.*

Back to Select Product Cancel **Specify Problem**

Select an appropriate description from the pull-down menu and use the text box to provide more detail, such as an error code, if one displayed on the machine.

When complete, click 'Specify Problem'.

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Home My Products My Account FAQ Contact Us

Service Request

Raise a service request for any of your registered products here.

Select Product Specify Problem **Contact Details** Preferred Service time Summary

Contact Details

Confirm your contact details:

Serial Number : E163M720080 | Product Description : MP C3503SP COLOUR MFP WIRED FOR 220V-50/60HZ | Location :
Problem : **Self diagnostic error code displayed**

Please change the contact details if the contact person for this service request is not the registered contact for the product.

Contact Name*

Contact Number*

Please provide your PO/Reference number.

Back to Specify Problem Cancel **Submit Contact Details**

You will now be asked to 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.

A purchase order number is required for a chargeable service request, such as one for a machine not covered by a service agreement.

When complete, click 'Submit Contact Details'.

You will now be asked to specify preferred service times.

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Home My Products My Account FAQ Contact Us

Service Request

Raise a service request for any of your registered products here.

Select Product Specify Problem Contact Details **Preferred Service Time** Summary

Preferred Service Time

Please confirm when our engineer can visit you to resolve your problem.

Serial Number : E163M720080 | Product Description : MP C3503SP COLOUR MFP WIRED FOR 220V-50/60HZ | Location :
Problem : Self diagnostic error code displayed

If required, please edit the times using hh:mm format (24 hour clock). If your business is closed on any day, please delete the values in the input field leaving them blank.

Monday		Tuesday		Wednesday		Thursday		Friday		Saturday		Sunday	
09:00	17:00	09:00	17:00	09:00	17:00	09:00	17:00	09:00	17:00	00:00	00:00	00:00	00:00

Would you like to exclude your lunch time hour? Yes No

Back to Contact Details Cancel **Confirm Service Time**

Use the pull-down menu to specify the days of the week and times of the day during which Ricoh's service operation may access the machine.

Check 'Yes' if you would also like to specify a time during the day, such as a lunch hour, when the machine cannot be accessed.

When complete, click 'Confirm Service Time'.

The service hours will be saved as the default service hours for your user account.

You will now see a summary of the service request.

Service Request

Raise a service request for any of your registered products here.

[Select Product](#)[Specify Problem](#)[Contact Details](#)[Preferred Service time](#)[Summary](#)

Service Request Summary

Please find below the details of your service request.

Serial Number: E163M720080

Product: MP C3503SP COLOUR MFP WIRED FOR 220V-50/60HZ

Location:

Problem: Self diagnostic error code displayed

Problem description: 1234

Contact Name: D John

Contact Number: 123456789

PO/Reference #: 12345678

Preferred Service Time

	Monday		Tuesday		Wednesday		Thursday		Friday		Saturday		Sunday	
Service Time	09:00	17:00	09:00	17:00	09:00	17:00	09:00	17:00	09:00	17:00	00:00	00:00	00:00	00:00

Click on the 'Confirm Service Request' button to submit your service request.

[Back to Preferred Service Time](#)[Cancel](#)[Confirm Service Request](#)

To confirm, click 'Confirm Service Request'.

You will see a confirmation of your service request. The confirmation includes a unique service request number. If you have opted to receive confirmatory emails, a confirmation will also be sent to your registered email address.

Service Request Confirmation

Your service request has been successfully raised.

Your service request number is **ES1-356096586**

Where appropriate, a member of our service team will get in touch with you to assist with your reported problem.

An email confirmation will be sent to your registered email address.

What would you like to do next?

[Raise a service request](#)[Order consumables](#)[Register a new product](#)[Submit a meter reading](#)[Go to Ricoh Return](#)

Order consumables

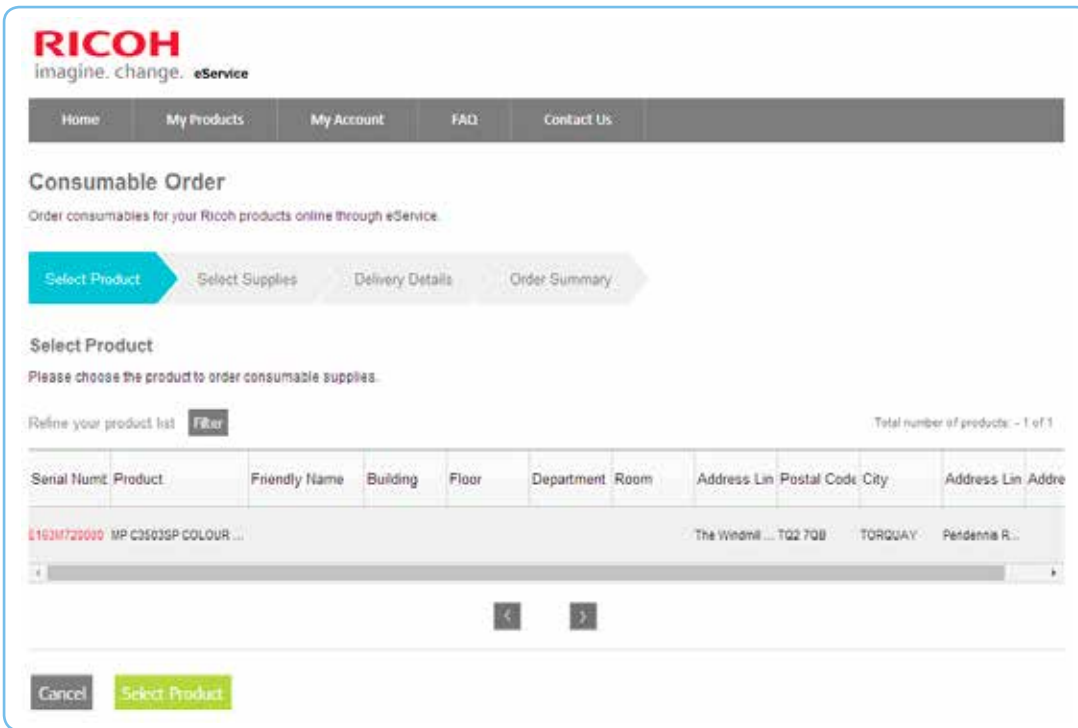
Registered users can use Ricoh's eService portal to order consumables.

Log in to eService with your User ID and Password.

Select 'Consumables Order'.

The screenshot shows the Ricoh eService portal homepage. At the top right, there is a language dropdown menu set to 'English'. The Ricoh logo is on the left, with the tagline 'imagine. change. eService'. A large banner image shows a city street at night with light trails, overlaid with a red box containing the text 'Simple Convenient Practical' and 'Ricoh eService 24/7 portal'. To the right of the banner is a vertical red bar with 'eService' written vertically. Below the banner, the 'Login Here' section contains input fields for 'User ID' and 'Password', a 'Remember Me' checkbox, and links for 'Forgotten user ID?' and 'Forgotten password?'. A 'Login' button is below these fields. The 'Not registered yet?' section features a green 'Register with us' button. The 'Quick Links' section includes links for 'Contact eService', 'Frequently Asked Questions', and 'Ricoh Smart Return'. The 'Contact eService' link is accompanied by the text 'Contact Ricoh eServices team for any queries related to eService'. The 'Frequently Asked Questions' link is accompanied by 'Check out the most frequently asked questions on eService'. The 'Ricoh Smart Return' link is accompanied by 'Find out more about our 'Zero Waste To Landfill' environmental protection programme for the return of original Ricoh consumables.' Below the quick links, there is a blue box for 'IT Services' with the text 'Flexible high quality services & solutions' and 'Find out more'. At the bottom left, there is a list of services with icons: an envelope icon for 'Receive technical support by logging your query', a hand holding a pencil icon for 'Order and track consumables items for your Ricoh equipment', a clock icon for 'Quickly report meter readings for your Ricoh equipment', and a laptop icon for 'Visit Ricoh eService to register and login'.

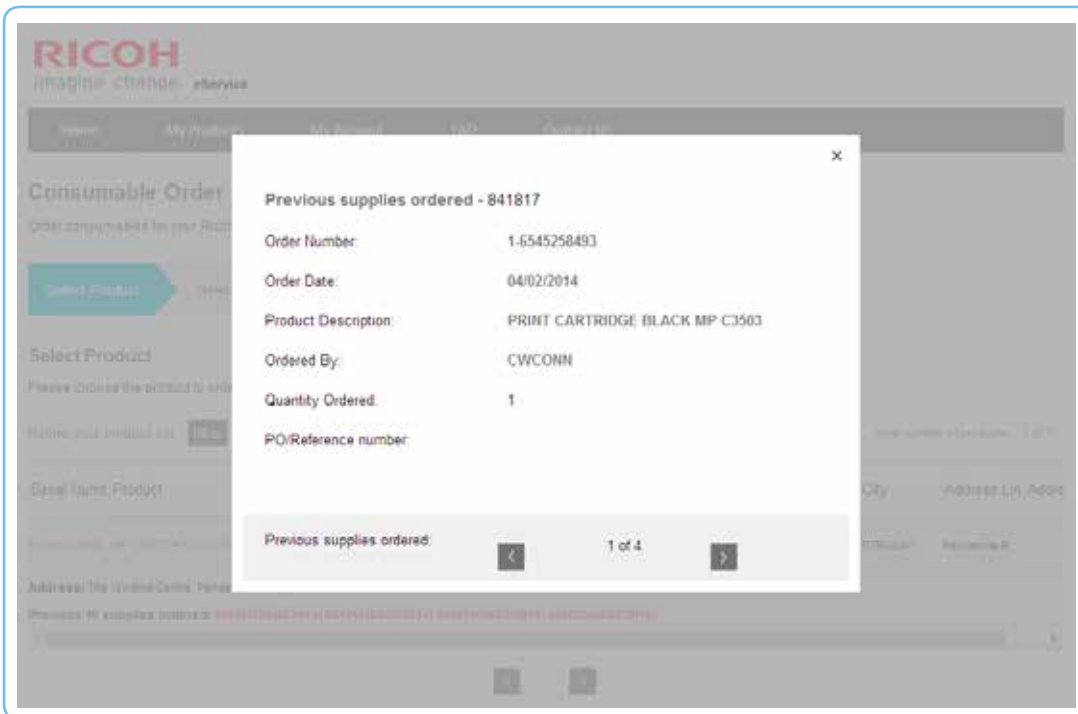
A new window opens that will guide you through the consumable order process.



From the list of registered machines, select the machine you wish to order consumables for.

A pop-up window will display previous consumable orders and can be used to check whether a consumables order has already been placed in respect of the requirement. The pop-up window can be closed by clicking the cross (X) in the top right corner.

To proceed, click 'Select Product'.



You will now be asked to select the consumables required.

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Home My Products My Account FAQ Contact Us

Consumable Order

Order consumables for your Ricoh products online through eService.

Select Product **Select Supplies** Delivery Details Order Summary

Select Supplies

Please select the consumable supplies you wish to order. Please note, for chargeable supplies you will be required to enter a purchase number prior to completion of this order.

1 - 5 of 5

Product	Description	Cost Per Unit	Recommended Quantity	Quantity	Net Price
841610	PRINT CARTRIDGE MAGENTA MP C3503	£0.00	1	1	£0.00

Total Net Price £0.00

Delivery Mode
STANDARD Expected - Around 2-3 Working days Delivery within 2 - 3 Working days £0.00

Total Net Price (Includes delivery cost) £0.00

Back to Select Product(s) Cancel **Select Supplies**

The order screen is automatically populated with a list of the consumable items which may be ordered for the selected machine.

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.

Select the required consumable items from the list by entering the quantity required.

If the order quantity of free-issue items exceeds the default, you will be asked to provide a reason.

Use the drop-down menu to confirm the delivery mode and delivery charge.

Express delivery options are offered in some markets.

The total order charge is displayed at the bottom of the page.

Click 'Select Supplies' to confirm the consumable items required.

You will now be asked to provide delivery details.

Please enter the preferred delivery details.

Consumable Order

Order consumables for your Ricoh products online through eService.

Select Product Select Supplies **Delivery Details** Order Summary

Delivery Details

The pre-populated delivery address below is based on the information available on record. If needed, you can modify the delivery address for this order. All delivery details below will be printed on the package label.

Delivery Address (will be printed on the package label)

Company Name*	<input type="text"/>
Recipient / Phone No.*	<input type="text"/>
Serial Number Department	<input type="text"/>
Street number / Street name*	<input type="text"/>
Area	<input type="text"/>
Town*	<input type="text"/>
Postcode*	TQ2 7QB

Department/Location

Building	<input type="text"/>
Floor	<input type="text"/>
Room	<input type="text"/>

PO/Reference number

The consumables and/or delivery option selected are not chargeable. If you wish you can still provide a PO/Reference number for this order.

PO/Reference number	<input type="text"/>
---------------------	----------------------

[Back to Select Supplies](#) [Cancel](#) [Submit Delivery Details](#)

The delivery details will be saved as a default for this machine but can be amended for future orders.

Click 'Submit Delivery Details' to confirm the delivery address.

You will now see a summary of the consumable order.

Please check the order and delivery details. If required, click 'Modify Delivery Details' to change the

delivery address, and 'Modify Order' to change the items ordered.

The total order price, including delivery charges, is clearly displayed at the bottom of the page.

To place the consumable order, click 'Confirm Order'.

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Home My Products My Account FAQ Contact Us

Consumable Order

Order consumables for your Ricoh products online through eService

Select Product Select Supplies Delivery Details **Order Summary**

Order Summary

Please find below a summary of the consumable supplies ordered, delivery option selected and shipping order details.

[Modify Delivery Details](#)

Delivery Address (will be printed on the package label)

Company Name
Recipient / Phone No 123456789
Serial Number Department
Street number / Street name 123
Area
Postcode TQ2 7QB

Department/Location

Building
Floor
Room

PO/Reference number

PO/Reference number 12345678

[Modify Order](#)

T - 1 of 1

Serial Num	Product	Description	Quantity Ordered	Net Price
E162M72000				
▶ 841819	PRINT CARTRIDGE MAGENTA MP C3503	1	£0.00	

◀ ▶

Total Net Price £0.00

Delivery Mode
STANDARD Expected - Around 2-3 Days Delivery within 2 - 3 Working days £0.00

Total Net Price (Includes delivery cost) £0.00

[Back to Delivery Details](#) [Cancel](#) [Confirm Order](#)

You will see a confirmation of your consumable order. The confirmation includes a unique order confirmation number. If you have opted to receive confirmatory emails, a confirmation will also be

Consumable Order Confirmation

Your consumable order has been successfully raised.

Thank you. Your consumable order has been successfully submitted. Your consumable order number is **ES1-356109825**.
An email confirmation will be sent to your registered email address.

What would you like to do next?

-  [Raise a service request](#)
-  [Order consumables](#)
-  [Register a new product](#)
-  [Submit a meter reading](#)
-  [Go to Ricoh Return](#)

sent to your registered email address.

Submit a meter reading

Registered users can use Ricoh's eService portal to submit meter reading.

Log in to eService with your User ID and Password.

Select 'Meter Reading'.

English

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Simple
Convenient
Practical
Ricoh eService 24/7 portal

eService

Login Here

User ID

Password

Remember Me

[Forgotten user ID?](#)
[Forgotten password?](#)

Login

Not registered yet?

Register with us

Ricoh eService

Ricoh eService makes it simple for you to submit orders and information for your Ricoh equipment. You can also make enquiries about Ricoh products easily. eService is designed to be intuitive to use with straightforward steps for each process.

You can use eService anytime, day or night and be assured that your message will reach the right recipients here at Ricoh. We will respond as soon as possible. It really is the best way to contact us for all routine communication.

With eService you can:

- Receive technical support by logging your query
- Order and track consumables items for your Ricoh equipment
- Quickly report meter readings for your Ricoh equipment
- Visit Ricoh eService to register and login

Quick Links

[Contact eService](#)
Contact Ricoh eServices team for any queries related to eService

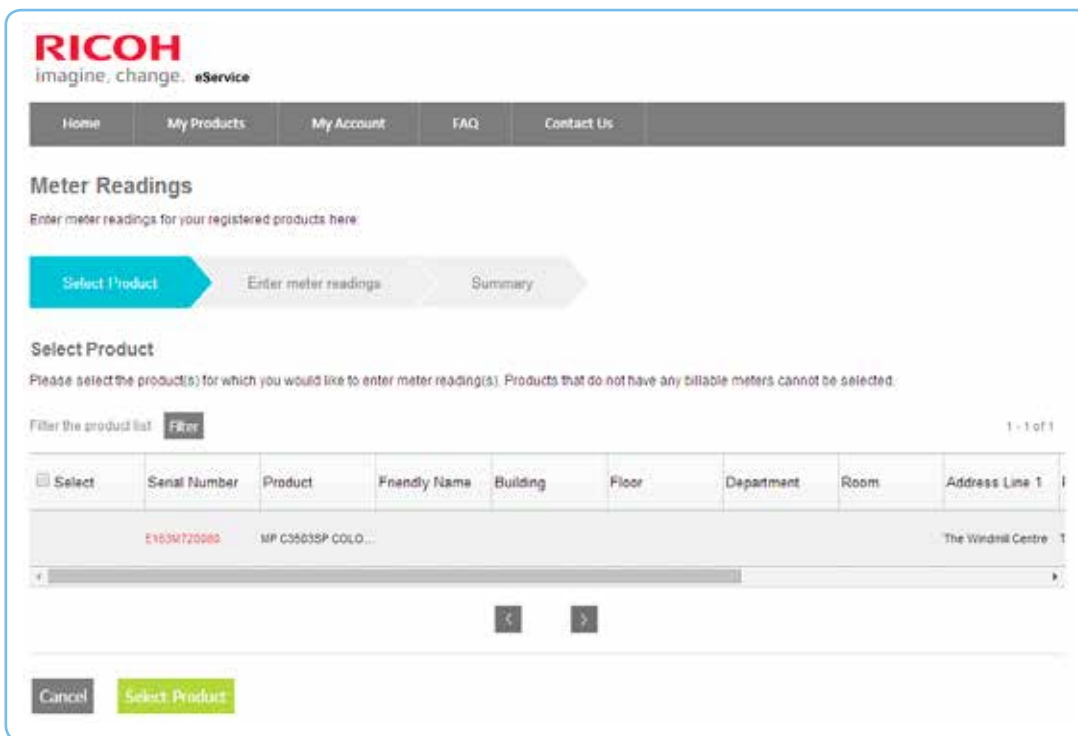
[Frequently Asked Questions](#)
Check out the most frequently asked questions on eService.

[Ricoh Smart Return](#)
Find out more about our 'Zero Waste To Landfill' environmental protection programme for the return of original Ricoh consumables.

IT Services
Flexible high quality services & solutions

Ricoh provides IT services that meet the needs of small, medium and enterprised sized organizations.
[Find out more](#)

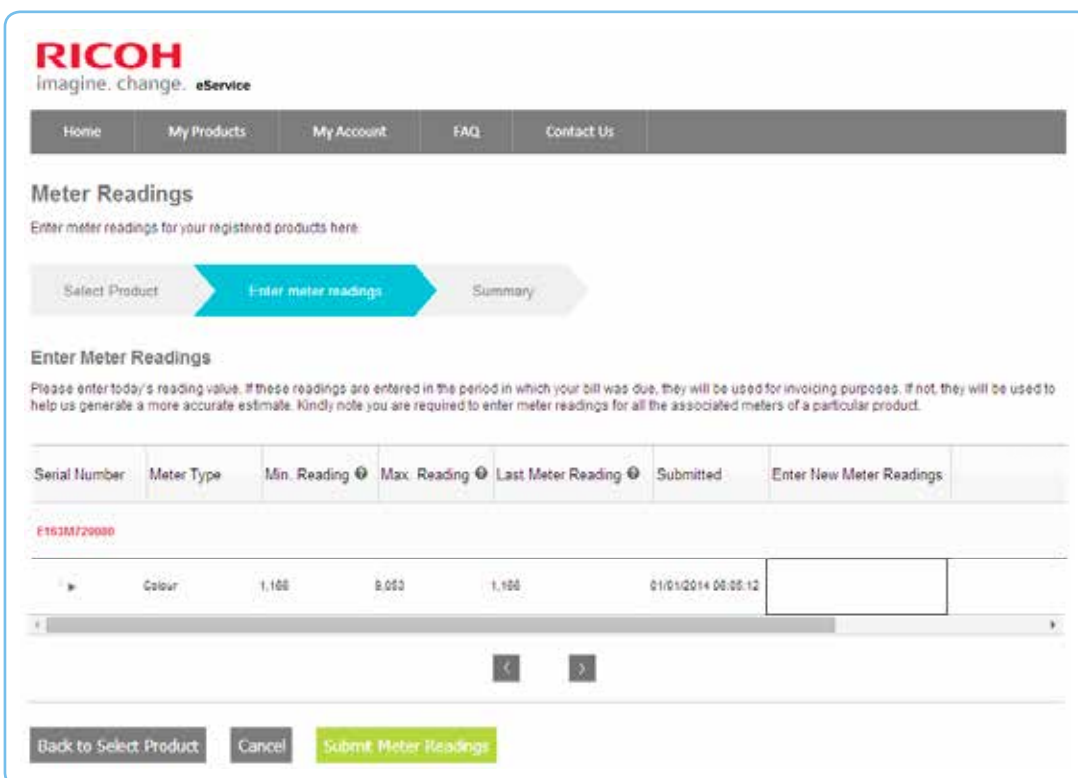
A new window opens that will guide you through the meter reading submission process.



From the list of registered machines, select the machine you wish to submit a meter reading for.

To proceed, click 'Select Product'.

You will now be asked to enter a meter reading.



The previous meter reading is displayed for reference, and suggested minimum and maximum meter readings are shown which are based upon expected usage.

Enter the new meter reading in the box headed 'Enter new Meter Reading' and click 'Submit Meter Reading' to continue.

You will now see a summary of the meter reading.

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Home My Products My Account FAQ Contact Us

Meter Readings

Enter meter readings for your registered products here.

Select Product Enter meter readings **Summary**

Meter Reading Summary

You have entered the meter reading(s) below. To submit the new readings click on 'Confirm Meter Reading'. To edit these readings, please select 'Back to Enter Meter Reading'.

1 - 2 of 2

Serial Number	Meter Type	New Meter Reading
E163M72000		
	Ceolur	6000

Back to Enter Meter Reading Cancel **Confirm Meter Reading**

To submit the meter reading, click 'Confirm Meter Reading'.

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Meter Reading Confirmation

Your meter readings have been successfully submitted.






Thank you for entering your meter readings online.

If the readings you entered pertain to the period in which your bill is due, they will be used for invoicing purposes. If not, they will be used to help us generate a more accurate estimate.

If you have any queries related to meter readings, please [contact us](#).

An email confirmation will be sent to your registered email address.

What would you like to do next?

-  [Raise a service request](#)
-  [Order consumables](#)
-  [Register a new product](#)
-  [Submit a meter reading](#)
-  [Go to Ricoh Return](#)

You will see confirmation that the meter reading has been submitted. Confirmation will also be sent to your registered email address.

Register a new machine

Registered users can use Ricoh's eService portal to register new machines.

You will need the serial number and post code location of the machine. The serial number may be found on a sticker on the front of the machine.

Log in to eService with your User ID and Password.

If you need to register several machines, click on the link 'FAQ for registering multiple machines'. If you are registering more than 25 machines, there is an option to register via email.

English

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Simple
Convenient
Practical

Ricoh eService 24/7 portal

eService

Login Here

User ID

Password

Remember Me

[Forgotten user ID?](#)
[Forgotten password?](#)

Login

Not registered yet?

Register with us

Ricoh eService

Ricoh eService makes it simple for you to submit orders and information for your Ricoh equipment. You can also make enquiries about Ricoh products easily. eService is designed to be intuitive to use with straightforward steps for each process.

You can use eService anytime, day or night and be assured that your message will reach the right recipients here at Ricoh. We will respond as soon as possible. It really is the best way to contact us for all routine communication.

With eService you can:

- Receive technical support by logging your query
- Order and track consumables items for your Ricoh equipment
- Quickly report meter readings for your Ricoh equipment
- Visit Ricoh eService to register and login

Quick Links

[Contact eService](#)
Contact Ricoh eServices team for any queries related to eService

[Frequently Asked Questions](#)
Check out the most frequently asked questions on eService.

[Ricoh Smart Return](#)
Find out more about our 'Zero Waste To Landfill' environmental protection programme for the return of original Ricoh consumables.

IT Services
Flexible high quality services & solutions

Ricoh provides IT services that meet the needs of small, medium and enterprise-sized organizations.

[Find out more](#)

To register a machine, select 'Register a new machine'.

A new window opens that will guide you through the new machine registration process.

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Home My Products My Account FAQ Contact Us

Product Registration

Register one of your products below. If you are a customer of a dealer or reseller, please contact your Support Desk to discuss your product registration in eService. To know more about registering multiple products go to [FAQ](#).

Product Details Product Preferences

Product details

Please provide the details of the product being registered. *Required field

Serial Number*

Postal Code *

Republic of Ireland customers – if required, please contact the Ricoh Ireland helpdesk on 1890202900 to confirm the postal code recorded for your address.

Clear Product Details Continue

Enter the serial number of the new machine and its post code 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.

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Home My Products My Account FAQ Contact Us

Product Registration

Register one of your products below. If you are a customer of a dealer or reseller, please contact your Support Desk to discuss your product registration in eService. To know more about registering multiple products go to [FAQ](#).

Product Details Product Preferences

Product details

Please provide the details of the product being registered. *Required field

Serial Number*

Postal Code *

Republic of Ireland customers – if required, please contact the Ricoh Ireland helpdesk on 1890202900 to confirm the postal code recorded for your address.

Clear Product Details

Account Details

✖ Update the account details if incorrect

Product: W873J600023 | 416401(MP 7502SP MONO MIF PRODUCT)

Account Name

Address

Contact

Cancel Submit Product Details

If you have entered an incorrect serial number, you may correct it by selecting 'Clear Product Details'.

Please check that the account details are correct.

If the account details are correct, click 'Submit Product Details'.

Alternatively, to amend the account details, select 'Update your account details'.

Product Registration

Register one of your products below. If you are a customer of a dealer or reseller, please contact your Support Desk to discuss your product registration in eService. To know more about registering multiple products go to [FAQ](#).

Product Details

Product Preferences

Product details

Please provide the details of the product being registered.

*Required field

Serial Number*

Postal Code *

Republic of Ireland customers – If required, please contact the Ricoh Ireland helpdesk on 1890202900 to confirm the postal code recorded for your address.

Clear Product Details

Submit

Account Details

Serial Number

W973J800023

Product

416401(MP 7502SP MONO MF PRODUCT)

Account Name

University of East Anglia

Address Line 1*

Address Line 2

Address Line 3

City*

Postal Code *

Country*

United Kingdom

Work Phone

Mobile

Remarks (Max. 250 characters)

A representative might contact you to confirm these changes after you have submitted your registration.

Cancel

Save

Amend the account details and click 'Save'.

Click 'Submit Product Details' to confirm the product details.

You will now be asked to confirm your preference settings.

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Home My Account FAQ Contact Us

Product Registration

Register one of your products below. If you are a customer of a dealer or reseller, please contact your Support Desk to discuss your product registration in eService. To know more about registering multiple products go to [FAQ](#).

Product Details Product Preferences

Product Preferences

Choose your product preferences to complete product registration. *Required field

Preference setting for the registered product

Send email reminders for meter readings when they are due? Yes No

Back-up email address

Friendly Name

Remarks (Max. 250 characters)

Cancel Back to Product Details Register Product

Use the checkbox to confirm that you wish to receive email reminders when meter readings are due.

Provide a backup email address (which may be used should you need to reset your account details) and a friendly name (a name that will help you identify the machine e.g. Ground Floor Copier).

Select 'Register Product' to complete the product registration process.

You will see a confirmation of the product registration. Confirmation will also be sent to your registered email address.

RICOH
imagine. change. eService

Home My Products My Account FAQ Contact Us

Product registration completed.

You have successfully registered the following product:

Serial Number	W873J800023
Product Description	416401(MP 7502SP MONO MF PRODUCT)

If you have 25 or more products to register on the eService portal, we request you to send an email to your local support desk. Please specify your user login name and the list of products to be registered along with your account number. To know more about this option, go to [FAQ on Registering Multiple Products](#).

What would you like to do next?

- Raise a service request
- Order consumables
- Register a new product
- Submit a meter reading
- Go to Ricoh Return

Change account details

Registered users can use Ricoh's eService portal to amend their account details.

Log in to eService with your User ID and Password.

Select 'My Account' from either the top menu bar or the secondary menu bar.

The screenshot shows the Ricoh eService portal interface. At the top right, there is a language dropdown menu set to 'English'. The Ricoh logo and tagline 'imagine. change. eService' are in the top left. A large banner image features a city street at night with light trails, overlaid with a red box containing the text 'Simple Convenient Practical' and 'Ricoh eService 24/7 portal'. To the right of the banner is a vertical red bar with the text 'eService'. Below the banner, the 'Login Here' section contains input fields for 'User ID' and 'Password', a 'Remember Me' checkbox, and links for 'Forgotten user ID?' and 'Forgotten password?'. A 'Login' button is positioned below these fields. To the right of the login section is a 'Not registered yet?' section with a green 'Register with us' button. Below the login section, the 'Quick Links' section includes links for 'Contact eService', 'Frequently Asked Questions', and 'Ricoh Smart Return', each with a brief description. At the bottom right, there is a 'IT Services' section with a blue background and white text, stating 'Flexible high quality services & solutions' and 'Ricoh provides IT services that meet the needs of small, medium and enterprised-sized organizations. Find out more'. Below the banner, the 'Ricoh eService' section contains a paragraph describing the service and a list of capabilities under the heading 'With eService you can:'. The list includes: 'Receive technical support by logging your query' (with an envelope icon), 'Order and track consumables items for your Ricoh equipment' (with a pencil and paper icon), 'Quickly report meter readings for your Ricoh equipment' (with a clock icon), and 'Visit Ricoh eService to register and login' (with a laptop icon).

A new window opens that will allow you to amend your account details and/or your password.

Account Details

Change Password

Contact Details

Title	Mr.
First Name*	D.
Last Name*	John
Industry Sector*	Agriculture
Language Preference	English
Job Function*	CRD Manager
Work Phone	
Mobile Phone	
Fax	
Email	name@name.com

Security Questions

Security Question 1*	Memorable place
Security Answer 1*	Here
Security Question 2*	Place of birth
Security Answer 2*	Here

Email Preference

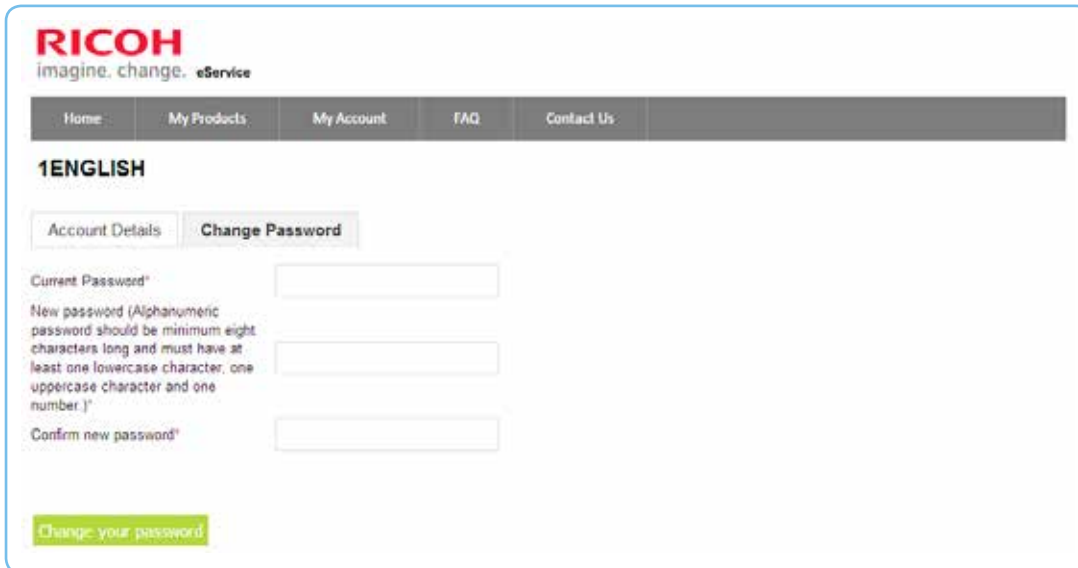
Send order confirmation emails	<input checked="" type="checkbox"/>
Send service request confirmation emails	<input checked="" type="checkbox"/>
Send meter readings confirmation emails	<input checked="" type="checkbox"/>
Send Future Promotions	<input type="checkbox"/>

Cancel Update

Edit your account details and click 'Update' to save the changes.

To change your password, select the 'Change Password' tab.

You will be asked to enter your current password before creating a new password.



The screenshot shows the Ricoh eService user interface. At the top left is the Ricoh logo with the tagline 'imagine. change. eService'. A navigation bar contains links for 'Home', 'My Products', 'My Account', 'FAQ', and 'Contact Us'. Below this, the language is set to '1ENGLISH'. There are two tabs: 'Account Details' and 'Change Password', with the latter being active. The form contains three input fields: 'Current Password*', 'New password (Alphanumeric password should be minimum eight characters long and must have at least one lowercase character, one uppercase character and one number.)', and 'Confirm new password*'. A green button labeled 'Change your password' is located at the bottom left of the form area.

Enter a new password. It should be minimum of eight characters long and must contain at least one lower case character, one upper case character and one number.

Re-enter the new password to check that it has been entered correctly.

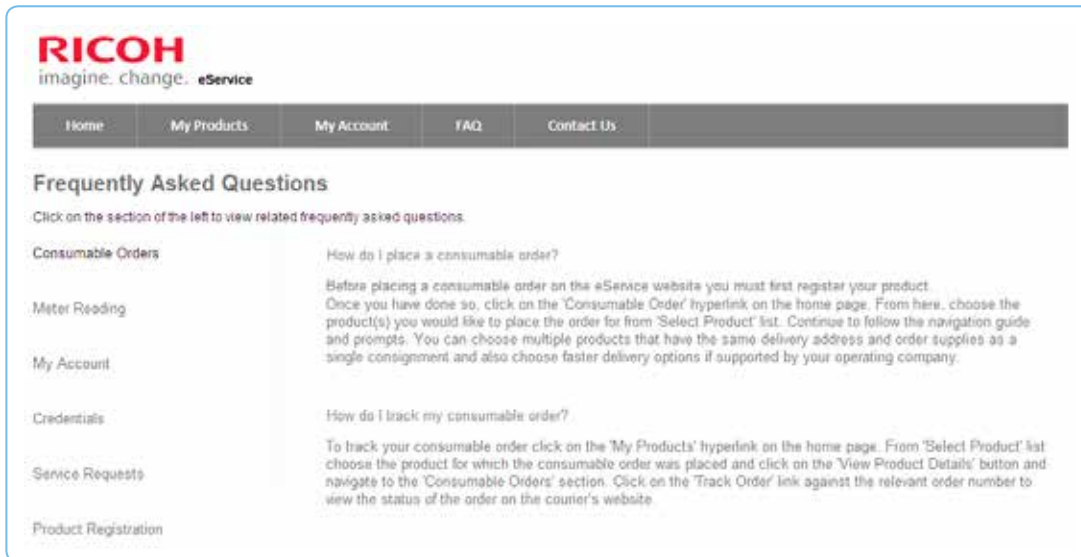
To confirm the change, click 'Change your password'.

Frequently asked questions

The secondary menu bar provides a link to frequently asked questions related to use of the eService portal.

To view the questions and answers, select 'FAQ' from the secondary menu bar.

Click on the topics listed on the left of the screen to view related frequently asked questions and answers.

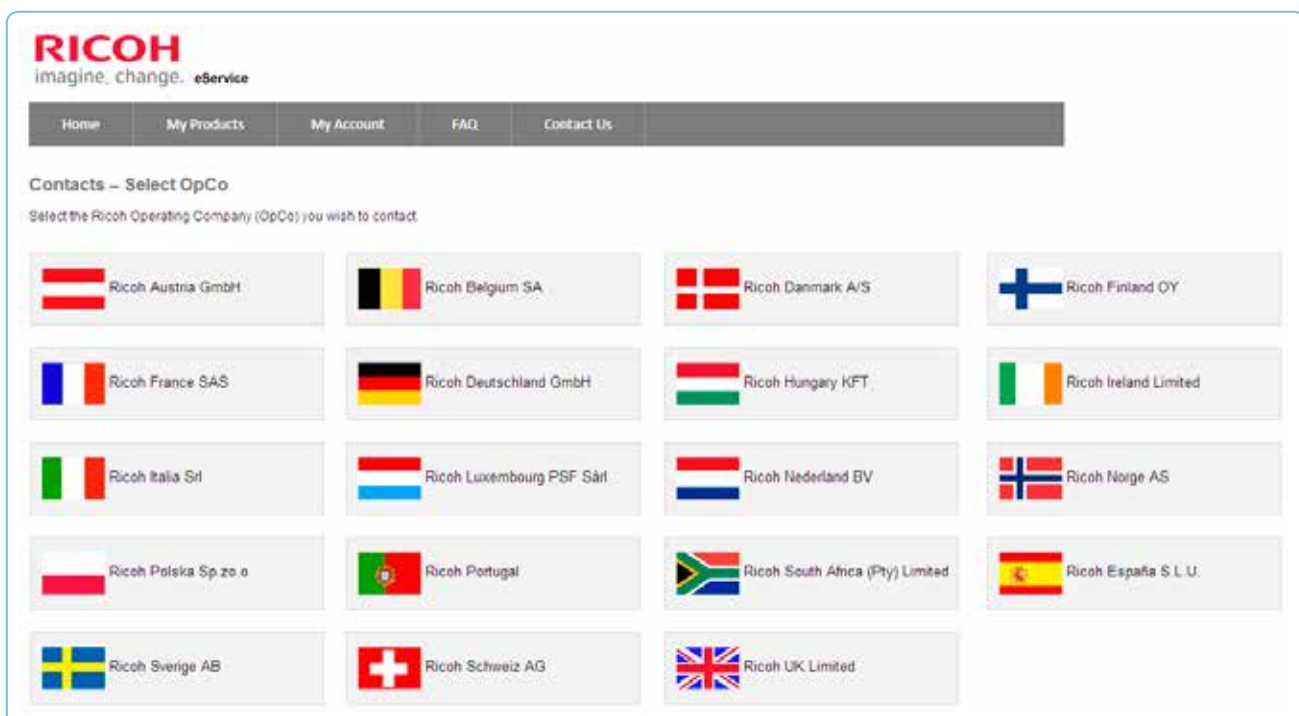


The screenshot shows the Ricoh eService website's 'Frequently Asked Questions' page. At the top, the Ricoh logo is followed by the tagline 'imagine. change. eService'. Below this is a secondary menu bar with links for 'Home', 'My Products', 'My Account', 'FAQ', and 'Contact Us'. The main heading is 'Frequently Asked Questions', with a sub-heading 'Click on the section of the left to view related frequently asked questions.' On the left side, there is a vertical list of topics: 'Consumable Orders', 'Meter Reading', 'My Account', 'Credentials', 'Service Requests', and 'Product Registration'. The 'Consumable Orders' topic is selected, and its corresponding FAQ is displayed on the right. The FAQ text reads: 'How do I place a consumable order? Before placing a consumable order on the eService website you must first register your product. Once you have done so, click on the 'Consumable Order' hyperlink on the home page. From here, choose the product(s) you would like to place the order for from 'Select Product' list. Continue to follow the navigation guide and prompts. You can choose multiple products that have the same delivery address and order supplies as a single consignment and also choose faster delivery options if supported by your operating company.' Below this, another FAQ is visible: 'How do I track my consumable order? To track your consumable order click on the 'My Products' hyperlink on the home page. From 'Select Product' list choose the product for which the consumable order was placed and click on the 'View Product Details' button and navigate to the 'Consumable Orders' section. Click on the 'Track Order' link against the relevant order number to view the status of the order on the courier's website.'

Contact us

The secondary menu bar also provides a link to an email contact service.

To send an email to Ricoh's local service operation, select 'Contact Us' from the secondary menu bar.



The screenshot shows the Ricoh eService website's 'Contact Us' page. At the top, the Ricoh logo is followed by the tagline 'imagine. change. eService'. Below this is a secondary menu bar with links for 'Home', 'My Products', 'My Account', 'FAQ', and 'Contact Us'. The main heading is 'Contacts – Select OpCo', with a sub-heading 'Select the Ricoh Operating Company (OpCo) you wish to contact'. Below this, there is a grid of 20 buttons, each representing a different Ricoh Operating Company (OpCo) with its respective national flag and name: Ricoh Austria GmbH, Ricoh Belgium SA, Ricoh Danmark A/S, Ricoh Finland OY, Ricoh France SAS, Ricoh Deutschland GmbH, Ricoh Hungary KFT, Ricoh Ireland Limited, Ricoh Italia Srl, Ricoh Luxembourg PSF Sarl, Ricoh Nederland BV, Ricoh Norge AS, Ricoh Polska Sp z o o, Ricoh Portugal, Ricoh South Africa (Pty) Limited, Ricoh España S.L.U., Ricoh Sverige AB, Ricoh Schweiz AG, and Ricoh UK Limited.

Click on the flag of your local service operation.

The screenshot shows the Ricoh eService 'Send email' form. At the top left is the Ricoh logo with the tagline 'imagine. change. eService'. Below this is a navigation bar with links for Home, My Products, My Account, FAQ, and Contact Us. The main heading is 'Contacts – Send email'. Below the heading is a sub-heading: 'Enter your details, select the subject, enter and send your question or issue. You will receive a response within 24 business hours.' To the right of this sub-heading is a '*Required field' label. The form fields are: 'To' (pre-filled with 'Ricoh UK Limited'), 'Email ID*' (text input with 'name@name.com'), 'Title' (dropdown menu with 'Mr.' selected), 'First Name' (text input with 'D'), 'Last Name' (text input with 'John'), 'Phone Number*' (text input with '123456789'), and 'Subject*' (dropdown menu with 'Consumable orders' selected). Below these fields is a 'Description' text area with a note: '(To speed up your enquiry include your device serial number & post code where applicable)'. At the bottom of the form are three buttons: 'Go back to Select Opco', 'Clear Fields', and 'Send Email'.

Please complete the pre-populated form, providing as much additional information as possible.

To send the email contact request, click 'Send Email'.

You will see a confirmation of the email submission. Confirmation will also be sent to your registered email address.

The screenshot shows the Ricoh eService 'Successful Email Submission' confirmation page. At the top left is the Ricoh logo with the tagline 'imagine. change. eService'. Below this is a navigation bar with links for Home, My Products, My Account, FAQ, and Contact Us. The main heading is 'Successful Email Submission'. Below the heading is a message: 'Thank you for your email. A Ricoh representative will contact you as soon as possible.' Below this message is a section titled 'What would you like to do next?'. This section contains five icons with corresponding text links: a yellow envelope icon for 'Raise a service request', a green pencil icon for 'Order consumables', a red laptop icon for 'Register a new product', a blue water tap icon for 'Submit a meter reading', and a green recycling icon for 'Go to Ricoh Return'.

About Ricoh

Ricoh is a global technology company specialising in office imaging equipment, production print solutions, document management systems and IT services. Headquartered in Tokyo, Ricoh Group operates in about 200 countries and regions.

The majority of the company's revenue comes from products, solutions and services that improve the interaction between people and information. Ricoh also produces award-winning digital cameras and specialized industrial products. It is known for the quality of its technology, the exceptional standard of its customer service and sustainability initiatives.

Under its corporate tagline, *imagine. change.* Ricoh helps companies transform the way they work and harness the collective imagination of their employees.

For further information, please visit www.ricoh-europe.com

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www.ricoh-europe.com

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