





## CUSTOMER SERVICE GUIDE

United Business Technologies provides three easy ways to place service calls, enter meter reads and order supplies.

1. You can place direct calls to UBT's service or supply department with the ability to provide call information to automated voice prompts or live answering from 8:15am to 5:00pm Monday through Friday.

Service and Supplies: 301.330.0598  
 Meter Reads: 703.917.0100

2. Fax service requests to dedicated fax / 24hr day

Service and Supplies: 301.212.9763  
 Meter Reads: 301.212.9762

3. You can also place a service call or a supply order on UBT's Customer Service Portal found under UBT Online at [www.ubti.com](http://www.ubti.com) / 24hrs day.

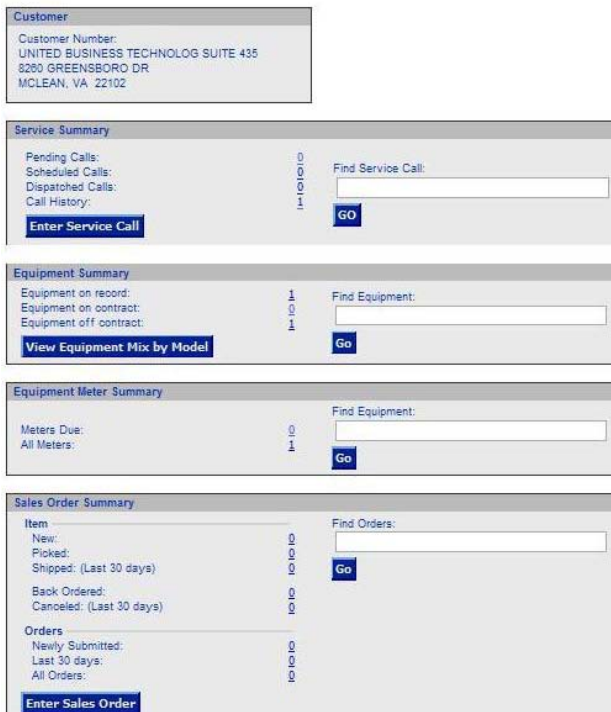
### e-info Login

To access the Customer Service Portal:

Step 1: Using your web browser go to [www.ubti.com](http://www.ubti.com) and select the UBT Online option.



### Customer Home Page



Step 2: Select the Service Call, Supplies or Meter Reads option accordingly from the UBT Online drop down menu.

Step 3: By clicking on UBT's Customer Service Portal link, you will be redirected to the e-Info Login Screen. To gain access you will need your Company Number (Account Number) which can be found in the left-hand corner of your invoice. The Password to enter the site is password.

Step 4: Once you have logged on, you will be directed to your Customer Home Page where you can view your Service Summary, Equipment Summary, Equipment Meter Summary and Sales Order Summary. Here you can place a service call, enter meter readings and order supplies. You will also have access to your account history, including meter readings and supply orders.

**To Place a Service Call:**

There are three simple steps to entering a service call:

Step 1: Identify the equipment that requires service. (You need to have the equipment number or serial number.)

Step 2: Enter your name and phone number.

Step 3: Enter a description of the problem you are experiencing with the equipment and press continue.

**Step 1: Identify the equipment that requires service.**

Enter identifying information for equipment:

(i.e. Equipment Number, Serial Number, Address, Contact, Phone Number)

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**Step 2: Enter your name and phone number.**

Name:

Phone:

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**Step 3: Enter a description of the problem you are experiencing with the equipment.**

Description:

- Required Fields

**Continue**

**Validate Service Call**

**Submit Service Call** **Cancel**

**Validate Service Call**

Caller:  Problem Description:

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**Equipment Information**

Number / Item	Model	Serial Number	Location
	imageRUNNER 3235i		8260 GREENSBORO DR MCLEAN, VA 22102
Contact Name	Contact Phone	Contact Email	Contact Fax
Decision Maker Name	Decision Maker Phone	Decision Maker Email	Decision Maker Fax
Install Date	Warranty Date		
Jul 31, 2009			

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**Service History**

Date	Reported Problem	Call Type
Jun 18 2010 9:03AM		SUPERVISOR AUDIT

You will then be taken to a Validate Service Call screen that will confirm the equipment information and will also include the service history for that machine. Once you have verified all the information, click Submit Service Call and you will be able to print out a confirmation of your service call.

You can check your service call status at any point by checking pending calls, scheduled calls and dispatched calls.

**Pending Calls:** A service call entered into the system but not yet scheduled or dispatched.

**Scheduled Calls:** A service call that has been scheduled to be dispatched at a defined date and time.

**Dispatched Calls:** A technician has been assigned and dispatched to the equipment location.

Once the call is placed it will immediately be distributed to a certified technician. Response-time requirements and geographic location are determining factors. At that point, the assigned technician will call or email within 15 minutes confirming the call status and providing an estimated time of arrival.

The technician will arrive within the guaranteed specified response time to diagnose the problem and perform preventative maintenance required at that time. The technician will follow-up with the on-site contact before departing. The technician will clear all call data through software on blackberry unit which updates UBT service records immediately.

**To Place a Supply Order:**

You can submit supply requests clicking on the Enter Sales Order button. You have two methods to placing an order:

- Find Items to Order By Equipment
- Find Items to Order by Previous e-info Order

**Find Items to Order by Equipment:**

[List Equipment](#) Find Equipment:

NOTE: To receive contract pricing for items, you must select the link above.

**Find Items to Order by Previous e-info Order:**

Last 30 days:  Find e-info Orders:

All Orders:

You can select the Find Items to Order by Equipment method by either clicking on the List equipment link, or using the Find Equipment field. Once you locate the equipment that has the associated items you want to order, click on an equipment number and e-info displays items that can be ordered related to that piece of equipment. e-info also provides a quantity field for you to enter your desired quantity.

Equipment			
Number / Item	Description / Serial Number	Contact / Phone	Location
	imageRUNNER 3235i		8260 GREENSBORO DR MCLEAN, VA 22102

Qty	Unit	Item	Description	Category	Price
<input type="text"/>	EACH	0250A002AD	STAPLE CARTRIDGE D2 3 CART/CASE (2000/CART)	Supplies Copier	
<input type="text"/>	EACH	6707A001AA	STAPLE-J1 FOR FIN-G1	Supplies Copier	
<input type="text"/>	EACH	9634A003AA	GPR-16 BLACK TONER	Supplies Copier	

Note: The items in the list in the graphic above do not have price; items that are under contract show up in e-info as a zero price. Items that are not under contract show up with an appropriate price.


If no items are associated with that piece of equipment in your dealership's system, e-info displays the message; there are no sub-items to list. Items must be enabled by your dealership.

After you have entered your desired quantities in the Qty fields, e-info lists all the items you selected and asks for a required P.O. Number, Ordered By name, and an E-mail address.

### Confirm Order

<b>Bill To:</b>		<b>Ship To:</b> <a href="#">[Change Ship To]</a>	
UNITED BUSINESS TECHNOLOG SUITE 435 8290 GREENSBORO DR MCLEAN, VA 22102		8260 GREENSBORO DR MCLEAN, VA 22102	
PO Number: -	Ordered By: -	E-Mail: -	
<input type="text"/>	<input type="text"/>	<input type="text"/>	
<b>Qty</b>	<b>Item</b>	<b>Description</b>	<b>Price</b> <b>Total</b>
1	9634A003AA	GPR-16 BLACK TONER	
<b>Comments:</b>			
<input type="text"/>			
* Required Fields			
<a href="#">Add More Items</a> <a href="#">Submit Order</a> <a href="#">Recalculate</a> <a href="#">Cancel</a>			<b>Total</b> <a href="#">[Re-calculate]</a> <b>SubTotal:</b> Applicable freight and tax will be added.

Enter the appropriate information in the fields, verify your order and select one of the following actions:

**Add More Items:** Add more items to your order. e-info displays the main ordering page so you can click on a method to select more items. e-info displays the shopping cart icon,  to remind you that you have an uncompleted order.

**Recalculate:** Recalculates the order if you have made any quantity changes.

**Cancel:** Cancel the order.

**Submit Order:** Submit order to UBT Supply Department.

If you want to change your ship to address, click the **Change Ship To** link. If you only have one ship to address on file, this option is not available. To select the address you want to use, click the appropriate radio button and click OK. If you want to use the original address, click the Clear Address button and you will return to the confirm order page.

After you click Submit Order, e-info reports your order reference number and provides a link back to your home page.

You will receive a courtesy email to the email address entered once the order has been received by UBT.

After placing a supply order via the automated supply line or from our website, it should take approximately two to three business days from the day your order was processed for your products to arrive. If you place your order by 2:30pm, it will be processed and shipped out same-day via UPS. All orders placed after that time will be processed and shipped out the next business day. If you need same-day delivery, please call our Supply Department directly to request courier service for a nominal charge to your account.



Step 2: Numbers in the Meter Summary indicate how many meters are due and the total number of meters that exist for you in the system. You access the meters by clicking the number.



**Meters Due:** When you click on the Meters Due number, e-info displays a list of your equipment that currently has meter readings due. You can then enter appropriate meter readings for equipment due. e-info displays each piece of equipment with details in a color coded box. You can see equipment details, the last meter reading, date of the last reading, and the contact information.

**All Meters:** Clicking on the All Meters number displays a list of your equipment with meters in e-automate. You can click on the equipment number to get detailed equipment information as well as request a service call for that piece of equipment.

[Print](#) [Continue](#)

Enter Meter Readings			
<b>Equipment:</b>	<b>35430</b>	<b>Contact:</b>	
Serial Number:	DGA00037	Phone:	571-730-8051
Item / Description:	2535B004AA / imageRUNNER 3235i	Location:	8260 GREENSBORO DR MCLEAN, VA 22102
Make / Model:	Canon / 3235i		
<b>Meters:</b>		*Date:	Jul 12, 2010
	<b>Last Reading Date</b>	<b>Last Reading</b>	<b>Meter Type</b>
	Jun 18, 2010	52491	
			*BW: <input type="text"/>


Step 3: To enter a meter reading, click in the field for the meter you want to enter and enter the meter number. After you have entered meters for all the equipment you want to enter click the Submit button. e-info displays the meter results. You can then print the meter results by clicking the Print button or return to your home page by clicking the Home button.


## FREQUENTLY ASKED QUESTIONS

How do I go about paying my invoice?

You have a couple different options to pay your invoice. You can send in payment by check to United Business Technologies at 9218 Gaither Road, Gaithersburg, MD 20877 or you can make a payment via credit card.

To process a credit card payment, please contact your Accounts Receivable representative at 703.917.0100 and provide them with your credit card information by phone or email. The payment will be processed within 24 hours and you will receive confirmation of receipt via email or fax. Sample Invoices are below:

 9218 Gaither Road, Gaithersburg, MD 20877 Tel. (703) 917.0100   Fax. (301) 212.9764		<b>INVOICE</b>									
		Invoice No: INV0001 Date: 5/25/2010 Account No: 111111									
Bill To: ABC COMPANY 100 MAIN STREET ANY TOWN, USA 00000				Ship To: ABC COMPANY 100 MAIN STREET ANY TOWN, USA 00000							
Sales Order No	P.O. Number	Ship Method	Payment Terms				Payment Due				
S01012		UPS REGULAR	30 Days				6/21/2010				
Remarks							Sales Person				
Item No	Description	Serial No	Order	Ship	BkO	UM	Price	Disc	Amount		
ECC01F	H.P. CART. FOR S51 NEW Equipment/SN: 35472/CNDK0000 Model: HP Printer		1.0	1.0	0.0	Each	\$200.57		\$200.57		

 9218 Gaither Road, Gaithersburg, MD 20877 Tel. (703) 917.0100   Fax. (301) 212.9764		<b>Service Invoice</b>									
		Invoice Number: INV0001 Date: 5/28/2010 Account Number: 111111 PO Number: Invoice Total: \$433.80									
Bill to: ABC COMPANY 100 MAIN STREET ANY TOWN, USA 00000											
Work Order Date		Work Order No.		Payment Terms		Payment Due					
5/27/2010		WO151		30 Days		6/27/2010					
Description											
Call Number	Equipment Number	Serial Number	Make/Model	Labor Charges	Travel Charges	Materials Charges	Other Charges	Total Charges			
SC0000	111111	MER00000	1390601-AAA - Color ImageRUNNER C518SI	\$100.00	\$0.00	\$313.14	\$0.00	\$413.14			
Service Date: 5/28/2010		Contract Number:		Description: Machine is jammed.							
Location: ABC COMPANY 100 MAIN STREET ANY TOWN, USA 00000		PO #:		Caller: John Smith - 703.555.0000 Contact: John Smith Phone: 703.555.0000 ext. 111 Fax: 703.555.0001							
				<b>Totals:</b>		\$100.00	\$0.00	\$313.14	\$0.00	\$413.14	
Remit To: United Business Technologies 9218 Gaither Road Gaithersburg, MD 20877							Invoice Subtotal: \$413.14 Tax: \$20.66 Invoice Total: \$433.80 Balance Due: \$433.80				

## How do I avoid Supply Scam Fraud?

Supply telemarketers engaging in fraudulent or high-pressure sales tactics have become a problem within the industry. So much in fact that the Federal Trade Commission, U.S. Postal Service and local Better Business Bureaus nationwide have issued warnings against "toner pirate" practices. In order to avoid these scams, check out the tips below on what to watch out for and what to do if you receive a call from a deceptive toner telemarketer.

What to watch out for:

- ◆ Callers that are not the authorized contact you normally deal with
- ◆ Callers who try to avoid giving you their phone number
- ◆ High-pressure sales pitch, with a time element-if you don't "act now", the price will increase
- ◆ Don't give out your equipment information or ID number to anyone not associated with UBT – these operations will call pretending to be a customer service representative and will use this information to develop a tailored pitch to your company

What to do:

- ◆ Ask the caller for their contact information and phone number – most deceptive telemarketers will not give out their phone number
- ◆ If the caller is unfamiliar but claims to be from UBT, call us at 301.330.0598 to speak with the supply department to confirm before agreeing to any terms
- ◆ If it is a scam, report the contact to the Federal Trade Commission, your local Better Business Bureau or the U.S. Postal service

⇒ The Federal Trade Commission  
Division of Marketing Practices  
6 Street and Pennsylvania Ave., NW  
Washington D.C. 20580

⇒ The United States Postal Service  
P.O. Box 4140  
Burbank, CA 91503

\*\*\*UBT has no affiliation with the deceptive toner telemarketers and is not responsible for any fraudulent charges associated with such groups. Many UBT service and supply contracts are toner-inclusive. If you have questions about your contract and the terms set forth, please contact us at 703.917.0100 and you will be directed to the contracts and billing department to answer any questions you may have. If you have been paying for toner from one of these "toner pirates" not affiliated with UBT please contact the FTC, USPS, or your local BBB to report such action.\*\*\*

## How do I share my UBT experience with colleagues or associates?

As Washington's largest and fastest growing independent copier company, United Business Technologies is proud to provide the most comprehensive product and service combination available in the office imaging industry. We invite you to share your UBT experience with your colleagues and associates by simply completing the form on the next page and faxing or emailing it back to us. For every customer you refer that acquires a new Canon digital copier (35 cpm and above) or color laser copier from UBT, we will issue you a \$500 gift certificate to your store of choice including Best Buy, Macy's, and Nordstrom.

F9: 9FF5 @: CFA

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