

## SERVICE AND SUPPLY CONTACT OPTIONS

	Phone	Email	Online Portal
Service Calls	877.917.0100 – option 1	<a href="mailto:dispatch@ubti.com">dispatch@ubti.com</a>	<a href="http://www.ubti.com">www.ubti.com</a>
Supply Orders	877.917.0100 – option 2	<a href="mailto:ubtsupplies@ubti.com">ubtsupplies@ubti.com</a>	<a href="http://www.ubti.com">www.ubti.com</a>

When calling or emailing, please include the following information: Your 5-digit equipment ID number, company name and address, issue the device is experiencing or toner needed, along with your name, phone number, and email address.

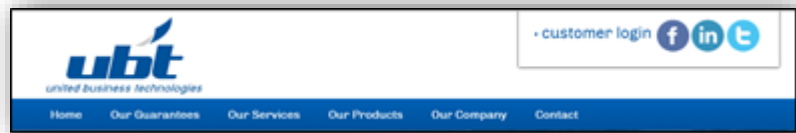
## CUSTOMER SERVICE PORTAL GUIDE

United Business Technologies provides an easy online process to place service calls, enter meter reads and order supplies via UBT's Customer Login site found at [www.ubti.com](http://www.ubti.com) / 24hrs day.

**To access the Customer Service Portal:**

**Logging in for the first time?** Contact your contracts representative to obtain login credentials by calling our main line, 877.917.0100.

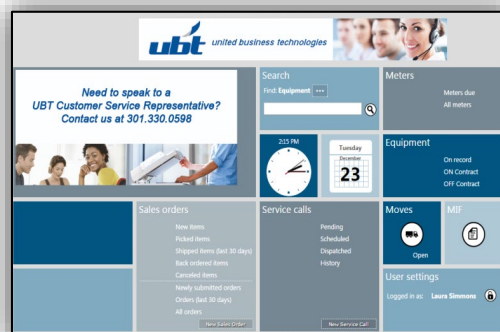
Step 1: Using your web browser go to [www.ubti.com](http://www.ubti.com) and select Customer Login.



Step 2: Login with your user name and password credentials.



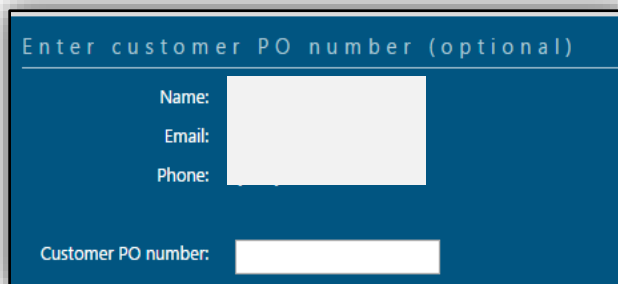
Step 3: Once your account has been created, you will be able to login and view your Meters, Sales Orders, Service Calls and Equipment Summary. Here you can also place calls for service or supplies and enter meter readings.



### To Place a Service Call:

There are three simple steps to entering a service call:

Step 1: Select New Service Call and then identify the equipment that requires service. (You need to have the equipment number or serial number)



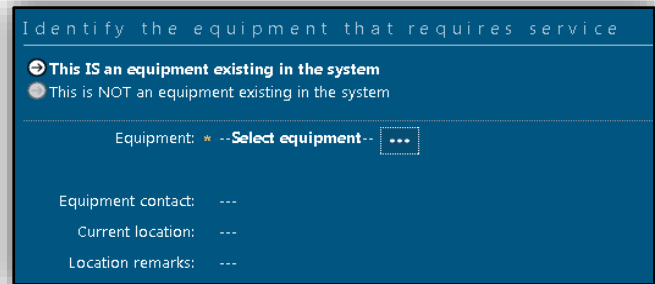
Enter customer PO number (optional)

Name:

Email:

Phone:

Customer PO number:



Identify the equipment that requires service

This IS an equipment existing in the system

This is NOT an equipment existing in the system

Equipment: \* --Select equipment--

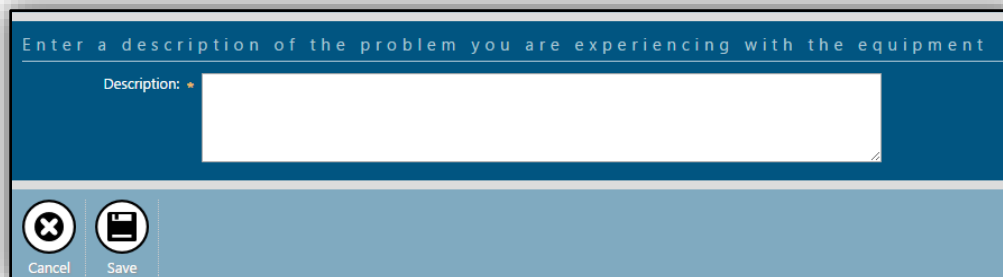
Equipment contact: ---

Current location: ---

Location remarks: ---

Step 2: Enter Customer PO Number (if required). Your name, email and phone number will automatically be entered.

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



Enter a description of the problem you are experiencing with the equipment

Description:

Cancel Save

You will then be taken to the service call history screen that will confirm your service call was placed and also show previous service calls for your location.

You can check your service call status at any point — the different categories are below:

**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.

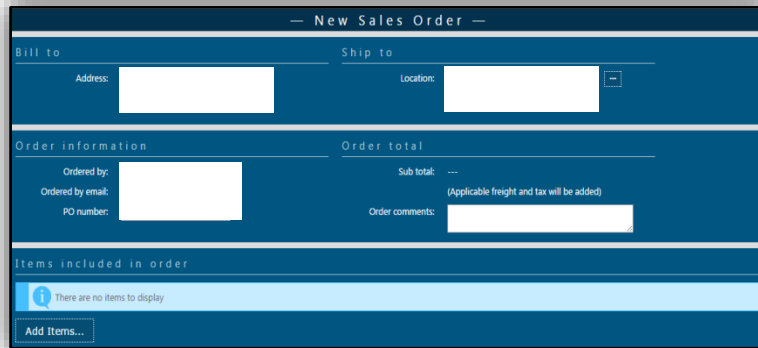
**Dispatched Calls:** A technician has been assigned and dispatched to the equipment location.

Once the call is placed it will immediately be distributed to a certified technician. Response-time requirements and geographic location are determining factors. Once your call is dispatched, you will receive an email confirming the call status and providing an estimated time of arrival.

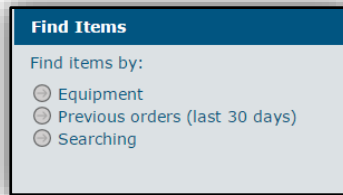
The technician will arrive within the guaranteed specified response time to diagnose the problem and perform preventative maintenance required at that time. The technician will follow-up with the on-site contact before departing. The technician will clear all call data through their smartphone which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

**To Place a Supply Order:**

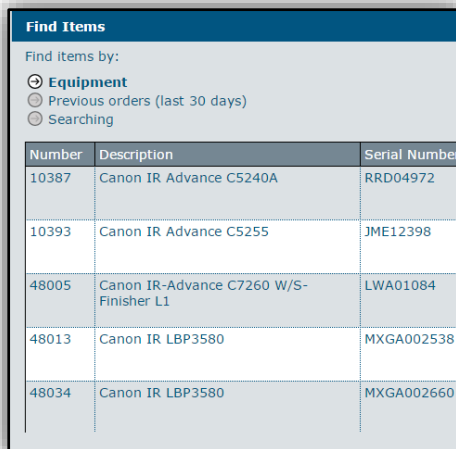
You can submit supply requests clicking on the New Sales Order button on the main login screen which will take you to the New Sales Order Screen where you can add items accordingly.



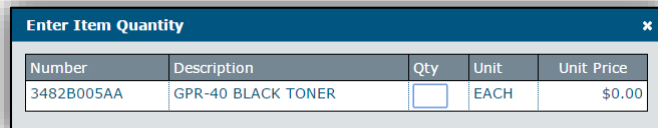
You have three ways to locate the equipment that needs supplies:



Once you locate the equipment that has the associated items you want to order, click on an equipment number and enter quantity to be ordered.



Number	Description	Serial Number
10387	Canon IR Advance C5240A	RRD04972
10393	Canon IR Advance C5255	JME12398
48005	Canon IR-Advance C7260 W/S-Finisher L1	LWA01084
48013	Canon IR LBP3580	MXGA002538
48034	Canon IR LBP3580	MXGA002660

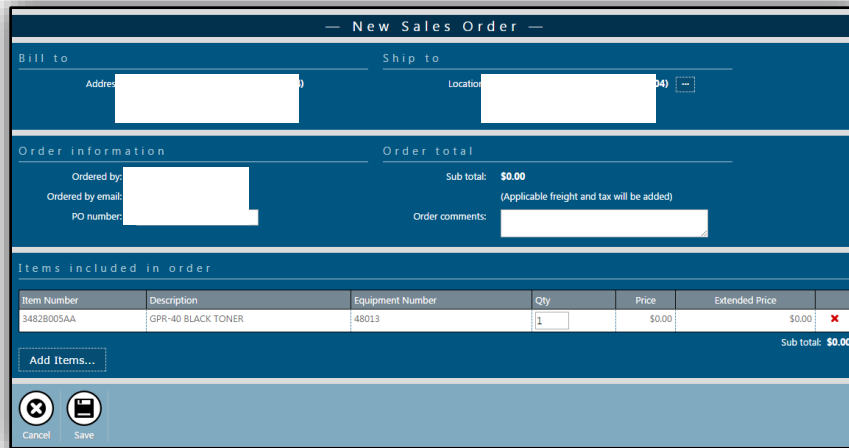


Number	Description	Qty	Unit	Unit Price
3482B005AA	GPR-40 BLACK TONER	<input type="text"/>	EACH	\$0.00

*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, e-info displays the message; there are no sub-items to list. Items must be enabled by UBT.

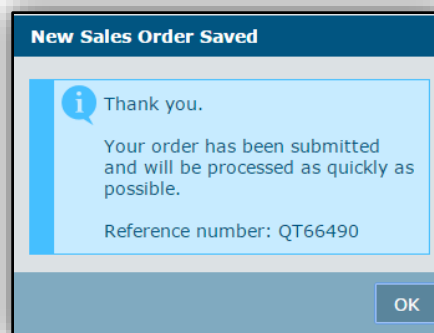
After you have entered your desired quantities for each piece of equipment, items will be listed on the Sales Order. Please fill the PO number if required and any order comments and save.



Item Number	Description	Equipment Number	Qty	Price	Extended Price
34828005AA	GPR-40 BLACK TONER	48013	1	\$0.00	\$0.00

If you want to change your ship to address, click the dropdown link next to the ship to address. 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 location and click OK.

After you click Save, you will receive your order reference number and an email will be sent to you once the order has been received by UBT's supply department.



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 at 301.330.0598 to request courier service for a nominal charge to your account.