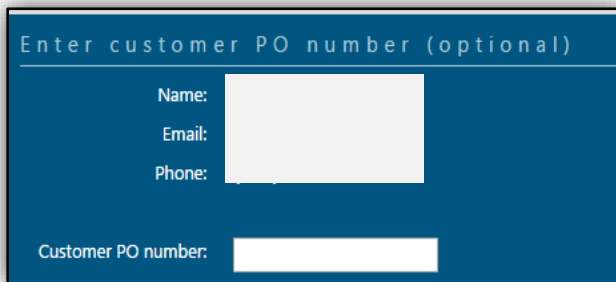




## To Place a Service Call:

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)



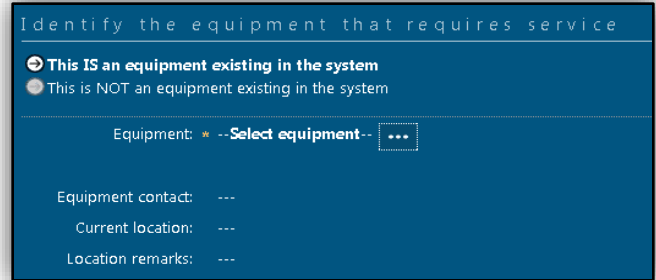
Enter customer PO number (optional)

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--

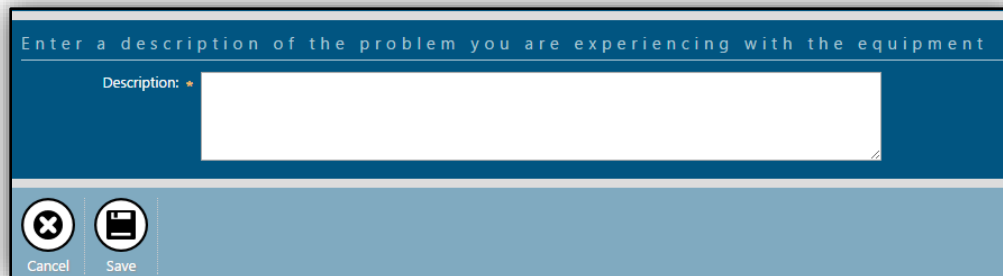
Equipment contact: ---

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: \*

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.

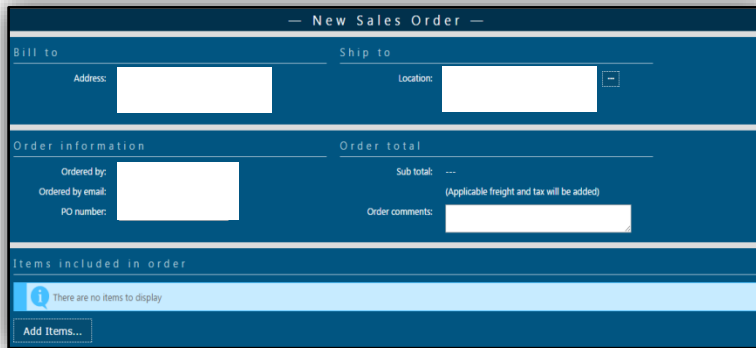
**Dispatched Calls:** A technician has been assigned and dispatched to the equipment location.

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.

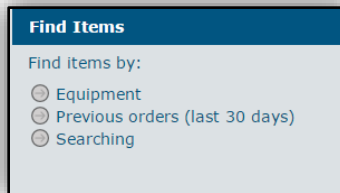
The technician will arrive within the guaranteed specified response time to diagnose the problem and perform preventative maintenance required at that time. The technician will follow-up with the on-site contact before departing. The technician will clear all call data through their smartphone which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



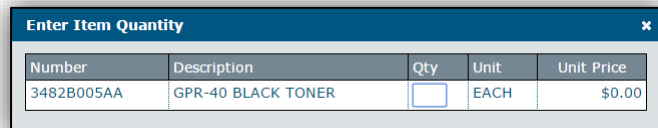
You have three ways to locate the equipment that needs supplies:



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

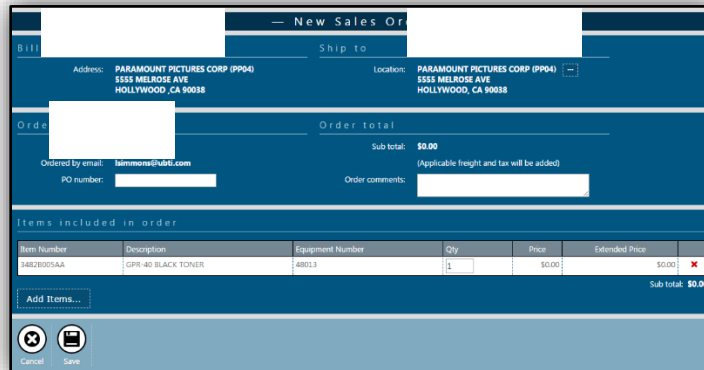


Number	Description	Qty	Unit	Unit Price
3482B005AA	GPR-40 BLACK TONER	<input type="text"/>	EACH	\$0.00

*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.



**New Sales Order**

Bill to: [Redacted] Ship to: [Redacted]

Address: PARAMOUNT PICTURES CORP (PP04)  
5555 MELROSE AVE  
HOLLYWOOD, CA 90038

Location: PARAMOUNT PICTURES CORP (PP04)  
5555 MELROSE AVE  
HOLLYWOOD, CA 90038

Order total: [Redacted] Sub total: \$0.00

Ordered by email: helmon@ubt.com

PO number: [Redacted] Order comments: [Redacted]

Items included in order

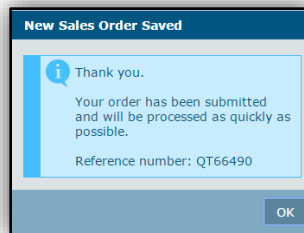
Item Number	Description	Equipment Number	Qty	Price	Extended Price
M482005AA	GPR-40 BLACK TONER	480L3	1	\$0.00	\$0.00

Sub total: \$0.00

Buttons: Add Items..., Cancel, Save

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.

### Canon Customers – imageWARE Remote Capabilities

Your device is equipped with imageWARE Remote which allows your device to communicate relevant information about your device to UBT. Unless you have specifically opted out of this service, imageWARE Remote will automatically provide meter data to UBT for billing purposes. It will also notify UBT when your device reaches low toner levels which allows us to automatically ship toner to you before you need it with no action required on your part. If imageWARE Remote cannot communicate to UBT due to security restrictions on your network, you will need to either call or go online to request toner shipments. See enclosure for a more in-depth description of imageWARE Remote.