

Dealer On-Line Warranty claim procedures

Exception Claim
Standard Warranty
Board Return

RICOH
imagine. change.

<http://warranty.ricohservice.com/login.asp>

RICOH Warranty Website

Dealer Help

Home / Login

User Name: [User Name]

Password: [Password]

Options ▾

Login

Forgot Password Register

Note: Help link for dealer. It contains detailed information on how to use the site. You can also download the help document from the help screens.

If you are not already a user, click the registration link.

You can expand the login options and select how you want to login.

Selecting the top option will keep you logged in.

-
- Options ^
- Auto login until I logout explicitly
 - Save my user name
 - Always ask for my user name and password

Dealer Registration

- Click register link on login page
- Fill in the required information and click the Register button.
(Contact your SSC if you need your account number information)

 / Registration

| | |
|-----------------------------|---|
| Dealer Name * | <input type="text" value="Dealer Name"/> |
| R12 Account Number * | <input type="text" value="R12 Account Number"/> |
| Address * | <input type="text" value="Address"/> |
| City * | <input type="text" value="City"/> |
| St * | <input type="text" value="Please select"/> |
| Zip * | <input type="text" value="Zip"/> |
| Region * | <input type="text" value="Region"/> |
| Channel * | <input type="radio"/> Retail <input type="radio"/> Savin <input type="radio"/> Larier |
| Contact Name * | <input type="text" value="Contact Name"/> |
| Phone * | <input type="text" value="Phone"/> |
| SSC * | <input type="text" value="Please select"/> |
| Username * | <input type="text" value="Username"/> |
| Password * | <input type="password" value="Password"/>  |
| Confirm Password * | <input type="password" value="Password"/> |
| Email Address * | <input type="text" value="Email Address"/> |

790812

Enter the validation code shown

Register

Dealer Registration cont'd.

Check the entered information then click the Confirm button.

You will see a Registration succeeded message at the top of your home page. Click the X to close the message.



Registration

| | |
|----------------------|---|
| Dealer Name * | <input type="text" value="aDealerName"/> |
| R12 Account Number * | <input type="text" value="98765"/> |
| Address * | <input type="text" value="123 Any Street"/> |
| City * | <input type="text" value="Anywhere"/> |
| St * | <input type="text" value="GA"/> |
| Zip * | <input type="text" value="30043"/> |
| Region * | <input type="text" value="South"/> |
| Channel * | <input checked="" type="radio"/> Ricoh <input type="radio"/> Savin <input type="radio"/> Lanier |
| Contact Name * | <input type="text" value="Ima Manager"/> |
| Phone * | <input type="text" value="111-222-333"/> |
| SSC * | <input type="text" value="Scott Krivacek"/> |
| Username * | <input type="text" value="test"/> |
| Password * | <input type="password" value="*****"/> <input type="button" value="⚡"/> Strength: 34% |
| Confirm Password * | <input type="password" value="*****"/> |
| Email Address * | <input type="text" value="ready4data@gmail.com"/> |

790812

790812

Register

Common website elements



- Dealer Help
- Warranty Home**
- Download the Multiple Item Worksheet
- Hytec Dealers Warranty website
- Archives shown below**
- Exception Claim
- Standard Warranty
- Board Return
- Reports**
- Dealer Supply Claims
- Dealer Hardware Claims
- Change Password
- Logout



Search button – Select this to search the current pages data.

Export button – Select this to export the current pages data.

Breadcrumb menu– Indicates where you are on the site. Click the Home icon to be taken to your default page

Menu items – Accessible from any page



| Edit | Supplies or Hardware | Standard Warranty | Board Return | R12 Account Number | Dealer Name | City | St | Region | Channel | Contact Name | SSC |
|------|----------------------|----------------------|-----------------|--------------------|-------------|------|----|--------|---------|--------------|-----|
| | Exception Claim(0) | Standard Warranty(0) | Board Return(0) | | | | | | | | |



Edit your dealer information.

Standard Warranty: Use this section to submit claims for items that fall under the standard warranty period. These should include parts with a cost of \$200.00 or more. Parts with a cost of \$200.00 or less are covered by the 1.75% discount applied to all parts purchases from Ricoh.

Exception Claim: Use this section to submit claims not covered by the standard warranty. These items will require prior approval by your respective SSC.

Supplies are warranted for ninety (90) days from the date of shipment for failure due to defects in material and workmanship. Supply warranty is located under the Exception Claim tab. Warranty does NOT cover any claims for failure to meet projected published yields of any/all such items identified as supplies.

Board Return: Use this section to return circuit boards purchased from Ricoh to be used for troubleshooting purposes. Please note that the final credit will include a deduction for any testing and repair charges.

Use the appropriate link to enter/track your claims

Dealers Homepage cont'd.

Dealer Help

Warranty Home

Download the Multiple Item Worksheet

Hytec Dealers Warranty website

Archives shown below

Exception Claim

Standard Warranty

Warranty Home

| Edit | Supplies or Hardware | Standard Warranty | Board Return | R12 Account Number | Dealer Name | City | St | Region | Channel | Contact Name | SSC |
|------|------------------------------------|--------------------------------------|---------------------------------|--------------------|-------------|------|----|--------|---------|--------------|-----|
| | Exception Claim(0) | Standard Warranty(0) | Board Return(0) | | | | | | | | |

These links show claims less than 60 days old.

The balance of the claims(over 60 days old) are in the archives.
You can delete unwanted claims.

Quick look at claims

The screenshot shows a web application interface for warranty management. On the left is a sidebar menu with categories like 'Dealer Help', 'Warranty Home', 'Archives shown below', and 'Reports'. The main area has a breadcrumb 'Warranty Home' and a sub-header 'Exception Claim (2)'. Below this is a table with columns: Options, Claim ID, Claim Date, Claim Type, Region, Description, Serial Number, Qty, Cost (per item), Total Credit Pending, SSC Process Date, and Claim Status. Two rows of claims are visible, both with a yellow background and 'Entered' status. Below the table is a '+ 2 records' button. Red arrows and text annotations explain the interface elements.

| Options | Claim ID | Claim Date | Claim Type | Region | Description | Serial Number | Qty | Cost (per item) | Total Credit Pending | SSC Process Date | Claim Status |
|---------|----------|------------|------------|---------|--------------------------|---------------|-----|-----------------|----------------------|------------------|--------------|
| ☰ | 29678 | 6/30/2022 | Hardware | Midwest | transfer roller assembly | | 1 | \$25.24 | | | Entered |
| ☰ | 29676 | 6/30/2022 | Hardware | Midwest | | | 1 | \$187.06 | | | Entered |
| | | | | | | | | | Total: \$0.00 | | |

You can hover over the warranty links to show a pop up of your claims.

You can now manage your claims from the pop-up screen. Just click the Option button to View, Edit, or Delete the record.

You can add a new claim by clicking this button.

Claims are color-coded for easy identification.

Yellow – Entered by Dealer.

Orange – Approved by SSC.

Green – Credit dept. Has approved and sent the claim for payment.

Blue – SSC needs more information from you. See the comments section of the claim.

Red – Claim is declined by SSC. Explanation can be viewed by clicking on the View icon.

Purple – At or on its way to Hytec (Board return only)

Adding a Standard warranty claim

| Edit | Supplies or Hardware | Standard Warranty | Board Return | R12 Account Number | Dealer Name | City | St | Region | Channel | Contact Name | SSC |
|------|----------------------|----------------------|-----------------|--------------------|-------------|---------------|----|-----------|---------|---------------------|-----|
| | Exception Claim(0) | Standard Warranty(0) | Board Return(0) | 123456789 | ready4data | West Caldwell | NJ | Northeast | Ricoh | rich filandrotester | |

Click or hover the Standard Warranty link, then click the Plus icon to add a record

| R12 Account Number | Dealer Name | City | St | Region | Channel | Contact Name | SSC |
|--------------------|-------------|---------------|----|-----------|---------|---------------------|-----|
| 123456789 | ready4data | West Caldwell | NJ | Northeast | Ricoh | rich filandrotester | |

No records found

Exception Warranty(Claim Date <60)

You can now manage your claims from the pop-up screen when you hover over the button. Just click the Option button to View, Edit, or Delete the record when the pop-up opens.

If you haven't entered any claims yet, the only thing that will show up is the button. Click it to begin.

If you have existing records, click the Add button at the bottom of the list.

| Options | Claim ID | Packing Slip | Claim Date | Part Number | Service Option | Ship Via | Claim Status | Approval Date | Board Shipped | Tracking Number | Warranty Complete |
|---------|----------|--------------|------------|---------------------------|-------------------|-----------|------------------------------|---------------|---------------|-----------------|-------------------|
| | 179 | | 1/1/2015 | AZ230056, DC POWER SUPPLY | Advanced Exchange | Overnight | Need More Info(see comments) | | | | |
| | 178 | | 1/1/2015 | AZ230056, DC POWER SUPPLY | Advanced Exchange | Overnight | Ricoh Approved | | | | |
| | 177 | | 1/1/2015 | AZ230056, DC POWER SUPPLY | Advanced Exchange | Overnight | Ricoh Declined | | | | |
| | 176 | | 1/1/2015 | AZ230056, DC POWER SUPPLY | Advanced Exchange | Overnight | Ricoh Approved | 1/20/2015 | | | |

Page << < 1 > >> of 1 Records 1 to 4 of 4 20

Adding a Standard warranty claim cont'd.

Dealer ID 292

Dealer Account Number * 123456

Nsp Number * 123456789

Region * South

Channel * Ricoh

Claim Date * 02/27/2015

Model * Aficio123456

Machine Serial Number * L123456789

Part Number * AX060133, POLYGON MOTOR

Defect Description * Won't spin

Invoice Number(if available) 1123456789

Copy Address

Ship To Address * 2499 Newport Parkway S-100

Ship To City * Lawrenceville

Ship To State * GA

Ship To Zip * 30043

Attention * Ima Tech

Phone Number * 123-456-7899

Service Option * Repair and Return Advanced Exchange

Dealer Notes Motor froze up after the day of use

Attachment Choose... Add

Note: As you type in the part number, the list will scroll. If you see the part you want, you can click on it or just continue typing.

The part number you enter may or may not be in this list**.

Part Number * ax050102, Not Eligible

- AX050102, Not Eligible
- AX050289, Not Eligible
- AX060133, POLYGON MOTOR
- AX060141, Not Eligible
- AX060143, Not Eligible
- AX060145, Not Eligible
- AX060146, Not Eligible
- AX060149, POLYGON MIRROR MOTOR
- AX060178, Not Eligible
- AX060180, Not Eligible

Enter the required fields *.

The copy address checkbox will fill in the dealers information from the main record.

**There are some parts that are ineligible for warranty. If you enter one of these, you will see this message.

See the next page for the Service Options.

Notice

This part is not eligible for warranty, contact your SSC or submit as an Exception Warranty using this link.

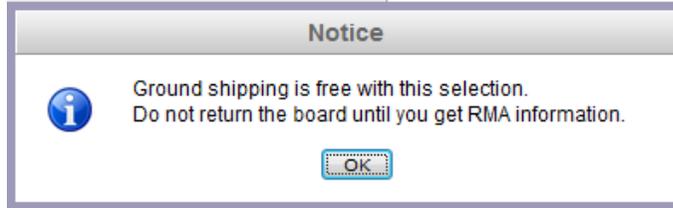
OK

Adding an Standard warranty claim cont'd.

Depending what service option you choose, the Ship Via fields will show or hide.

Service Option * Repair and Return Advanced Exchange

Clicking Repair and Return will show you this alert.



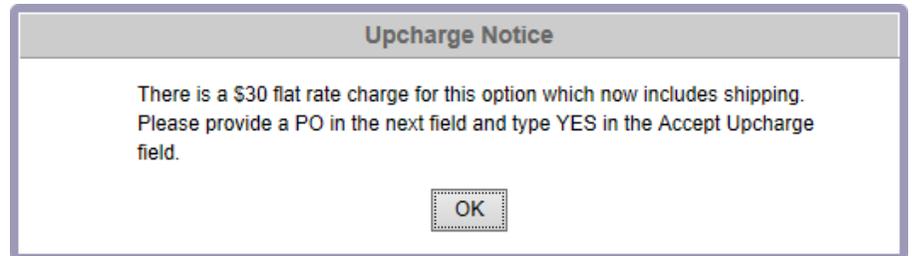
Selecting Advanced Exchange will expand the Ship Via and PO fields and alert you to the cost and the need for a PO number for the selections.

Service Option * Repair and Return Advanced Exchange

Po Number

Accept Upcharge

Ship Via * Ground 2 Day Overnight



Adding an Standard warranty claim cont'd.

When all the items are filled out,
click the Add button.

| | |
|-------------------------------------|--|
| Claim Date * | <input type="text" value="02/27/2015"/> |
| Model * | <input type="text" value="Aficio123456"/> |
| Machine Serial Number * | <input type="text" value="L123456789"/> |
| Part Number * | <input type="text" value="AX060133, POLYGON MOTOR"/> |
| Defect Description * | <input type="text" value="Won't spin"/> |
| Invoice Number(if available) | <input type="text" value="I123456789"/> |
| Copy Address | <input checked="" type="checkbox"/> |
| Ship To Address * | <input type="text" value="2499 Newpoint Parkway S-100"/> |
| Ship To City * | <input type="text" value="Lawrenceville"/> |
| Ship To State * | <input type="text" value="GA"/> |
| Ship To Zip * | <input type="text" value="30043"/> |
| Attention * | <input type="text" value="Ima Tech"/> |
| Phone Number * | <input type="text" value="123-456-7899"/> |
| Service Option * | <input type="radio"/> Repair and Return <input checked="" type="radio"/> Advanced Exchange |
| Po Number | <input type="text" value="PO123456"/> |
| Accept Upcharge | <input type="text" value="YES"/> |
| Ship Via * | <input type="radio"/> Ground <input type="radio"/> 2 Day <input type="radio"/> Overnight |
| Dealer Notes | <input type="text" value="Motor froze up after one day of use"/> |
| Attachment | <input type="button" value="Choose..."/> |
| | Test.zip 0.16 KB <input type="button" value="Delete"/> |
| | <input type="button" value="Add"/> |

Adding an Standard warranty claim cont'd.

| Options | Claim ID | Packing Slip | Claim Date | Part Number | Service Option | Ship Via | Claim Status | Approval Date | Board Shipped | Tracking Number | Warranty Complete |
|---------|----------|--------------|------------|---------------------------|-------------------|-----------|------------------------------|---------------|---------------|-----------------|-------------------|
| ☰ | 182 | | 2/2/2015 | AX060133, POLYGON MOTOR | Advanced Exchange | Overnight | Entered | | | | |
| ☰ | 179 | | 1/1/2015 | AZ230056, DC POWER SUPPLY | Advanced Exchange | Overnight | Need More Info(see comments) | | | | |
| ☰ | 178 | | 1/1/2015 | AZ230056, DC POWER SUPPLY | Advanced Exchange | Overnight | Ricoh Approved | | | | |
| ☰ | 177 | | 1/1/2015 | AZ230056, DC POWER SUPPLY | Advanced Exchange | Overnight | Ricoh Declined | | | | |
| ☰ | 176 | | 1/1/2015 | AZ230056, DC POWER SUPPLY | Advanced Exchange | Overnight | Ricoh Approved | 1/20/2015 | | | |

Page << < 1 > >> of 1 Records 1 to 5 of 5 20 ▾ +

The claim will be added to the list.

An email is sent to Ricoh's warranty claim department informing them that a claim has been submitted.

Ricoh will then review the order and Approve, Decline, or indicate they need more information from you. If approved, Hytec will send you an email with shipping instructions or a ship notification(if Advanced Exchange was selected)

Adding a Standard warranty claim cont'd.

Subject: Hytec Shipping Confirmation - PO Number: XXXXXXXX

Dealer Email:

This is the email you will receive from Hytec when the item in your claim has been shipped.

Hytec Dealer Services, Inc. **Shipping Confirmation**

Thank you for your order. We greatly value your business and pledge to continue to offer you the high quality products and services that customers have grown to expect from Hytec.

Order Information

Order Number: H569335
PO Number: XXXXXXXX
Order Date: 06/13/2013

Shipment Information

Package Number: 304363
Tracking Number: [1Z3739160370146234](#)
Shipped Via: UPS Ground
Shipped To: XXXXXXXXXXXXX
Address
City, State
UNITED STATES

The item(s) listed below have shipped.

| Quantity | Part Number | Description |
|----------|-------------|------------------|
| 5 | XXXXXXXXXX | MOTHER BOARD PRO |

If all items for your order are not listed, they may be in multiple shipments. You will receive a shipping confirmation for each package shipped. To check the status of remaining items, you may view your order online at <http://www.hytecrepair.com>. Please contact your customer service representative at 800-883-1001 if you have any questions, issues, or comments regarding your order.

Thank You!

Sincerely,
Hytec Dealer Services, Inc.

Adding an Exception Claim

| Edit | Supplies or Hardware | Standard Warranty | Board Return | R12 Account Number | Dealer Name | City | St | Region | Channel | Contact Name | SSC |
|------|----------------------|----------------------|-----------------|--------------------|-------------|---------------|----|-----------|---------|---------------------|-----|
| | Exception Claim(0) | Standard Warranty(0) | Board Return(0) | 123456789 | ready4data | West Caldwell | NJ | Northeast | Ricoh | rich filandrotester | |

Click or hover the Exception Claim link. then click the Plus icon  to add a record

| R12 Account Number | Dealer Name | City | St | Region | Channel | Contact Name | SSC |
|--------------------|-------------|---------------|----|-----------|---------|---------------------|-----|
| 123456789 | ready4data | West Caldwell | NJ | Northeast | Ricoh | rich filandrotester | |

No records found 


Exception Warranty(Claim Date <60)

You can now manage your claims from the pop-up screen when you hover over the button. Just click the Option button to View, Edit, or Delete the record when the pop-up opens.

If you haven't entered any claims yet, the only thing that will show up is the Add  button. Click it to begin.

If you have existing records, click the Add button at the bottom of the list.

| Options | Claim ID | Claim Date | Claim Type | Region | Description | Machine Serial Nmbr | Qty | Cost (per item) | Total Credit Pending | SSC Process Date | Claim Status | Credit Memo Number | Credit Issue Date | Credit Completed |
|---------|----------|------------|------------|-----------|-------------|---------------------|-----|-----------------|----------------------|------------------|--------------|--------------------|-------------------|------------------|
| | 31122 | 1/25/2024 | Hardware | Northeast | test | CD234556 | 1 | \$100.00 | | | Entered | | | No |
| | 31121 | 1/25/2024 | Supply | Northeast | | | 1 | \$49.99 | | | Entered | | | No |
| | | | | | | | | | Total: \$0.00 | | | | | |

Page 1 of 1 Records 1 to 2 of 2 20 

Adding an Exception Claim cont'd

Start by selecting Hardware or Supply.

This will determine the correct fields on the form to use.

Some information is already filled in from your profile (highlighted).

Don't change the highlighted fields unless the fields are blank. Today's date is preloaded.

You can change with the calendar icon.

Warranty Home / Exception Claim / Add

| | |
|-------------------------|---|
| Dealer ID | 1311 |
| Dealer Account Number * | 123456789 |
| Claim Date * | 1/25/2024 |
| Claim Type * | <input type="radio"/> Hardware <input type="radio"/> Supply |
| Channel | Ricoh |
| Region | Northeast |
| SSC Email | SSC@Warranty.com |

Select this first to determine the fields needed.
Supply for 6 digit EDP claims.
Hardware for 8 Digit part # Claims.

If you select Hardware, you will see this pop-up.

Part Return Notice

When the SSC approves your claim, you will get an email with instructions if you have to send the item back

Adding an Exception Claim(hardware)

Fill in all information about the hardware claim.

Note: mandatory fields *.

The attachment must include the old and new invoices. (Machine history, only if requested by the SSC.)

Only .tiff, .zip, or pdf files are allowed. **Don't use characters other than letters and numbers in your filename.**

Click the Add button at the bottom to complete the entry.

For multiple Parts/Invoices, Download the [Worksheet](#)(from the menu link) and enter "See Spreadsheet" in the Part Number, Original and Replacement Invoice, and Serial Number fields. Fill out the spreadsheet and include with your attachments.

| | |
|---|---|
| Dealer Account Number * | <input type="text" value="123456789"/> |
| Claim Date * | <input type="text" value="1/25/2024"/> |
| Claim Type * | <input checked="" type="radio"/> Hardware <input type="radio"/> Supply |
| Channel | <input type="text" value="Ricoh"/> |
| Region | <input type="text" value="Northeast"/> |
| Replacement Part Number * | <input type="text" value="1234567"/> |
| Replacement Invoice Number * | <input type="text" value="W2345677"/> |
| Description * | <input type="text" value="Please select"/> <input type="button" value="+"/> |
| Machine Serial Number * | <input type="text" value="Machine Serial Number *"/> |
| Original Invoice Number * | <input type="text" value="Original Invoice Number"/> |
| Date Of Defect * | <input type="text" value="Date Of Defect"/> |
| Defect Description * | <input type="text" value="Defect Description"/> |
| Qty * | <input type="text" value="0"/> |
| Cost(per item) * | <input type="text" value="Cost(per item)"/> |
| SSC Email | <input type="text" value="SSC@Warranty.com"/> |
| Notification Email * | <input type="text" value="Please select"/> <input type="button" value="+"/> |
| Attachment(no filename characters like #,&,\$,() *) | <input type="text" value="Choose..."/> |

If you want a different email address notified, you can add it here.

Adding an Exception Claim_(supply)

Fill in all information about the supply claim.

Note: mandatory fields *.

The attachment must include the invoice.

Only .tiff, .zip, or pdf files are allowed. **Don't use characters other than letters and numbers in your filename.**

Click the Add button to complete the entry.

For multiple Parts/Invoices, Download the Worksheet (from the menu link) and enter "See Spreadsheet" in the Supply Order Code, Lot Number and Original Invoice Number fields.

Fill out the spreadsheet and include with your attachments.

| | |
|--|--|
| Dealer ID | 1311 |
| Dealer Account Number * | <input type="text" value="123456789"/> |
| Claim Date * | <input type="text" value="1/25/2024"/> |
| Claim Type * | <input type="radio"/> Hardware <input checked="" type="radio"/> Supply |
| Channel | <input type="text" value="Ricoh"/> |
| Region | <input type="text" value="Northeast"/> |
| Supply Order Code * | <input type="text" value="A123456"/> |
| Supply Description * | <input type="text" value="Toner"/> |
| Lot Number | <input type="text" value="B123456"/> |
| Invoice Date * | <input type="text" value="01/10/2024"/> |
| Original Invoice Number * | <input type="text" value="C123455677"/> |
| Date Of Defect * | <input type="text" value="01/01/2024"/> |
| Defect Description * | <input type="text" value="Bad Chip"/> |
| Qty Type * | <input checked="" type="radio"/> Ea <input type="radio"/> Carton |
| Qty * | <input type="text" value="1"/> |
| Cost(per item) * | <input type="text" value="Cost(per item)"/> |
| SSC Email | <input type="text" value="SSC@Warranty.com"/> |
| Notification Email * | <input type="text" value="Please select"/> |
| Attachment(no filename characters like #,&,\$,() * | <input type="text" value="Choose..."/> |

If you want a different email address notified, you can add it here.

Adding an Exception Claim cont'd.

Home / Warranty Home / Exception Claim

| R12 Account Number | Dealer Name | City | St | Region | Channel | Contact Name | SSC |
|--------------------|-------------|---------------|----|-----------|---------|--------------|-----|
| 123456789 | ready4data | West Caldwell | NJ | Northeast | Ricoh | | |

Add succeeded

| Options | Claim ID | Claim Date | Claim Type | Region | Description | Machine Serial Nmbr | Qty | Cost (per item) | Total Credit Pending | SSC Process Date | Claim Status | Credit Memo Number | Credit Issue Date | Credit Completed |
|---------|----------|------------|------------|-----------|-------------|---------------------|-----|-----------------|----------------------|------------------|--------------|--------------------|-------------------|------------------|
| ☰ | 31122 | 1/25/2024 | Hardware | Northeast | test | CD234556 | 1 | \$100.00 | | | Entered | | | No |
| ☰ | 31121 | 1/25/2024 | Supply | Northeast | | | 1 | \$49.99 | | | Entered | | | No |
| | | | | | | | | | Total: \$0.00 | | | | | |

Page << < 1 > >> of 1 Records 1 to 2 of 2 20 +

Exception Warranty(Claim Date <60)

Color Code:

Yellow: Entered

Orange: SSC Approved or Pending

Green: Paid and completed

Blue: More Info Needed

Red: Claim Denied

The claim has been added to the list.

An email is sent to your SSC informing him that a claim has been submitted.

Adding an Exception Claim cont'd.

If the SSC wants you to send back the part, you will get one of these email notifications.

Dear Dealer Name,

Exception Warranty Update

Your SSC has approved your claim and indicated that he wants the item, with part number 1234567 returned to Ricoh.

Please box up the item and have it ready for the UPS driver, that will show up with a call tag within 1 to 3 days.
Print this email and include it in the box so your item can be properly processed.
The claim won't be paid until the item is received

If you have any questions, please contact your SSC

Claim Information

Claim ID: 31123

Dealership: ready4data

Account Number: 123456789

This is an automatically generated email from an unmonitored account.
Please don't reply.

← If the item is to be sent to Ricoh

Dear Dealer Name,

Exception Warranty Update

Your SSC has approved your claim and indicated that he wants the item, with part number 1234567 returned to Hytec.

Please box up the item and use the UPS pre-paid label that you will receive from Hytec in a separate email.
Print this email and include it in the box so your item can be properly processed.
The claim won't be paid until the item is received.

If you have any questions, please contact your SSC

Claim Information

Claim ID: 31124

Dealership: ready4data

Account Number: 123456789

This is an automatically generated email from An unmonitored account.
Please don't reply.

← If the item is to be sent to Hytec

Viewing/Editing/Delete a claim

Home / SSC Approval / Pending

Refresh Search Filter

| Account Number | Region | Channel | Dealer Name | Address | City | St | Contact Name | Phone | SSC |
|----------------|-----------|---------|-------------|----------|---------------|----|--------------|-------|-----|
| 123456789 | Northeast | Ricoh | ready4data | 5 NJ Way | West Caldwell | NJ | | | |

| Options | Claim ID | Claim Date | Claim Type | Supply Description | Description | Defect Description | Category | Case Number | Claim Status |
|---------|----------|------------|------------|--------------------|-------------|--------------------|----------|-------------|--------------|
| ☰ | 31122 | 1/25/2024 | Hardware | | test | Bad Board | | | Entered |
| | | | Supply | Toner | | Bad Chip | | | Entered |

View
 Edit
 Delete

>> of 1 Records 1 to 2 of 2 20 ▾

Click the Options button to bring up the Options menu.
 Click the View or Edit icon for the record you want to look at.
 Note: You can only Edit/Delete a claim that hasn't been processed by your SSC.
 You can view any claim.

Viewing/Editing a claim cont'd

Home / SSC Approval / Pending / Edit

| | |
|------------------------------|---|
| Dealer Email | ABC@anywhere.com |
| SSC Email | SSC@Warranty.com |
| Dealer Account Number | 123456789 |
| Claim Date | 1/25/2024 |
| Claim Type * | <input checked="" type="radio"/> Hardware <input type="radio"/> Supply |
| Attachment * | Choose... Dealer Online Warranty Help(1).pdf 1.18 MB <input type="button" value="Delete"/> |
| Channel * | Ricoh |
| Replacement Part Number * | 1234567 |
| Replacement Invoice Number * | W2345677 |
| Description * | Please select |
| Serial Number * | CD234556 |
| Original Invoice Number * | C123455677 |
| Date Of Defect * | 1/1/2024 |
| Defect_Description * | Bad Board |
| Qty * | 1 |
| Cost(per item) * | 100 |
| Total Credit * | <input type="button" value="Save"/> |

Home / SSC Approval / Pending / View

| | |
|----------------------------|------------------------------------|
| Claim ID | 31122 |
| SSC Email | SSC@Warranty.com |
| Dealer Account Number | 123456789 |
| Claim Date | 1/25/2024 |
| Claim Type | Hardware |
| Attachment | Dealer Online Warranty Help(1).pdf |
| Channel | Ricoh |
| Replacement Part Number | 1234567 |
| Replacement Invoice Number | W2345677 |
| Description | test |
| Serial Number | CD234556 |
| Original Invoice Number | C123455677 |
| Date Of Defect | 1/1/2024 |
| Defect Description | Bad Board |
| Qty | 1 |
| Cost(per item) | 100 |
| Total Credit | |
| TSM Process Date | |
| Processed By(SSC) | |
| Category | |
| Case Number | |
| Claim Status | Entered |
| Return Status | |

Edit:

Change any of the fields that you need to modify, then click the Save button. SSC gets an email that a claim was

View:

Let's you look at what is in the claim.

Adding a Board return

| Edit | Supplies or Hardware | Standard Warranty | Board Return | R12 Account Number | Dealer Name | City | St | Region | Channel | Contact Name | SSC |
|------|----------------------|----------------------|-----------------|--------------------|-------------|---------------|----|-----------|---------|---------------------|-----|
| | Exception Claim(0) | Standard Warranty(0) | Board Return(0) | 123456789 | ready4data | West Caldwell | NJ | Northeast | Ricoh | rich filandrotester | |

Click or hover the Board Return link. then click the Plus icon to add a record.

| R12 Account Number | Dealer Name | City | St | Region | Channel | Contact Name | SSC |
|--------------------|-------------|---------------|----|-----------|---------|---------------------|-----|
| 123456789 | ready4data | West Caldwell | NJ | Northeast | Ricoh | rich filandrotester | |

No records found

Exception Warranty(Claim Date <60)

You can now manage your claims from the pop-up screen when you hover over the button. Just click the Option button to View, Edit, or Delete the record when the pop-up opens.

If you haven't entered any claims yet, the only thing that will show up is the button. Click it to begin.

| Options | Return ID | Claim Status | Tsm Approval Date | Record Date | Model | Part Number(s) | Case Number | D Sh |
|---------|-----------|------------------------------|-------------------|-------------|---------------|------------------------------|-------------|------|
| | 35 | TSM Approved | 2/23/2015 | 2/23/2015 | Test | 82739652 | 00342822 | 2/2 |
| | 34 | TSM Approved | 2/18/2015 | 2/18/2015 | CI2000 | C2485100, B2739652 | 00342822 | 2/2 |
| | 25 | Entered | | 2/16/2015 | Red Barchetta | C2485100, B1325131, B2739652 | 00342822 | |
| | 14 | TSM Approved | 1/26/2015 | 1/26/2015 | R300 | C2485100, B1325131, B2739652 | 00342822 | |
| | 13 | TSM Approved | 1/28/2015 | 1/26/2015 | R200 | C2485100, B1325131, B2739652 | 00342822 | 1/3 |
| | 12 | TSM Approved | 3/2/2015 | 1/26/2015 | R100 | C2485100, B1325131, B2739652 | 00342822 | |
| | 2 | TSM Approved | 1/13/2015 | 1/22/2015 | 456789 | C2485100, B1325131 | 00342822 | 1/2 |
| | 5 | Need More Info(see comments) | | 1/20/2015 | 456789 | C2485100, B1325131, B2739652 | 00342822 | |
| | 6 | TSM Approved | 1/23/2015 | 1/19/2015 | 456789 | C2485100, B1325131, B2739652 | 00342822 | 1/3 |
| | 4 | TSM Declined | | 1/15/2015 | 456789 | C2485100, B1325131 | 00342822 | |

Page << < 1 > >> of 2 Records 1 to 10 of 14 10

If you have existing records, click the Add button at the bottom of the list.

Adding a Board return cont'd.

Warranty Home / Board Return / Add

Fields with an asterisk are required.
Returns will only be applicable commencing with a February 1, 2015 part invoice date.

| | |
|-------------------------------------|---|
| Dealer ID * | 1311 |
| Account Number * | <input type="text" value="123456789"/> |
| SSC Email | <input type="text" value="SSC@Warranty.com"/> |
| Notification Email * | <input type="text" value="ric.carr@ricoh-usa.com"/> + |
| Region * | <input type="text" value="Northeast"/> |
| Channel * | <input type="text" value="Ricoh"/> |
| Model * | <input type="text" value="D098"/> |
| Serial Number * | <input type="text" value="123456"/> |
| Part Number(s) * | <input type="text" value="D0BX5726"/> |
| Boards Returned * | <input type="text" value="1"/> ▼ |
| Case Number * | <input type="text" value="000023456"/> |
| Reason For Return * | <input type="text" value="Did not fix issue."/> |
| Part Invoice Number * | <input type="text" value="1090997788"/> |
| Dealer Notes | <input type="text" value="Please credit my account"/> |
| Attachment(s) (.tiff, .zip, .pdf) * | <input type="button" value="Choose..."/> Dealer Online Warranty Help.pdf 1.18 MB <input type="button" value="Delete"/> |

Select the email you want the email responses to be sent to. You can add an email by clicking on the plus button.

After selecting the number of boards you are returning, you will see the message below.

Inspection fee

The inspection fee will be \$45 dollars for the boards you are sending in. Your final credit may reflect any repair charges to bring the returned boards back up to Ricoh specifications if any are found bad when tested.

Click the Add button when you are finished.

Adding a Board return cont'd.

Add succeeded ×

| Options | Return ID | Claim Status | SSC Approval Date | Record Date | Model | Part Number(s) | Case Number | Dealer Shipping Date | Sent Via | Initial Board Testing | Final Board Disposition | Credit Pending | Credit Completed |
|---------|-----------|--------------|-------------------|-------------|-------|----------------|-------------|----------------------|----------|-----------------------|-------------------------|----------------|------------------|
| ☰ | 719 | Entered | | 1/25/2024 | D098 | D0BX5726 | 000023456 | | | | | | No |
| | | | | | | | | | | | | Total: \$0.00 | |

Page « < 1 > » of 1 Records 1 to 1 of 1 20 +

Board Return(Record Date <60)

Color Code:

- Yellow:** -Entered
- Blue:** -More Info Needed
- Red:** -Claim Denied
- Orange:** -SSC Approved or Pending
- Purple:** -At or on its way to Hytec
- Green:** Paid and completed

You will see the Add succeeded message. (close with the X)
 The record is added to the top of the list and an email is sent to your SSC for their approval. When the SSC approves the return, you will get an email. Samples shown on next slide.

Adding a Board return cont'd.

Update

Your SSC needs more information for a board return for part number(s) D0BX5726 that you entered on 1/25/2024
The Return ID is 719

Please go to <http://warranty.ricohservice.com>
and login to review the SSC's comments.
You can then modify your existing return and re-submit.

Any questions please contact the SSC
Thank you,
Ricoh Board Return.

This is an automatically generated email from
An unmonitored account. Please don't reply.

← SSC needs more information.

Update

A board return for part number(s) D0BX5726 that was entered on 1/25/2024
was declined by your SSC.

Please go to <http://www.ricohservice.com/warranty>
and login to review their explanation.
The Return ID is 720

Any questions please contact the SSC
Thank you,
Ricoh Board Return.

This is an automatically generated email from
an unmonitored account. Please don't reply.

← SSC declined the request.

Adding a Board return cont'd.

SSC approved your request. The email contains the instructions for sending. Make sure you print the email and include it in the box and write the Return ID number on the outside of the box.

A board return for part number(s) D0BX5726 that an SSC approved on 01/25/2024 needs your attention.

Please print this email as your packing slip and include it in the box(s) you are returning.

Please go to <http://warranty.ricohservice.com>

Click the blue Board Return button and edit the Return record and update it with the shipping information, date shipped, and tracking number.

The Return ID is 721

Please also write the Return ID on the outside of the box(s).

Send the board(s) back to:

Hytec Dealer Services

Attn: Ricoh Dealer Part Return Processing

3600 Vineland Road #121

Orlando, FL 32811

Any questions please contact your SSC

Thank you,

Ricoh Board Return.

Packing Slip Information

Return ID: 721

Dealer: ready4data

Ricoh Account number: 123456789

Address Info:

5 NJ Way

West Caldwell, NJ 12345

Contact: Mr. Dealer

Phone: 123-456-7894

This is an automatically generated email from an unmonitored account. Please don't reply.

Adding a Board return cont'd.

Log back into the warranty site and go to the board return section.
Click the Options button for the approved record and click Edit.

| Options | Return ID | Claim Status | SSC Approval Date | Record Date | Model | Part Number(s) | Case Number | Dealer Shipping Date | Sent Via | Initial Board Testing | Final Board Disposition | Credit Pending | Credit Completed |
|---|-----------|--------------|-------------------|-------------|-------|----------------|-------------|----------------------|----------|-----------------------|-------------------------|----------------|------------------|
|  | 721 | SSC Approved | 1/25/2024 | 1/25/2024 | D098 | D0BX5726 | 000023456 | | | | | | No |
| | | | | | | | | | | | | Total: \$0.00 | |

of 1 Records 1 to 1 of 1 20 +

Board Return(Record Date <=0)

Po Number * 123456798

Dealer Notes Please credit our account for these boards.

Shipping Date * 03/04/2015

Sent Via * UPS FedEx USPS Other (Specify below)

Tracking Number * 1Z0YV4020390567719

Save

You will see some new fields at the bottom of the request. Fill in the shipping information and click Save. An email will be sent to Hytec alerting them the board is being shipped.

Adding a Board return cont'd.

The Update succeeded message appears (close it with the X).
The record is now purple meaning its at or on its way to Hytec

Update succeeded X

| Options | Return ID | Claim Status | SSC Approval Date | Record Date | Model | Part Number(s) | Case Number | Dealer Shipping Date | Sent Via | Initial Board Testing | Final Board Disposition | Credit Pending | Credit Completed |
|---------|-----------|--------------|-------------------|-------------|-------|----------------|-------------|----------------------|----------|-----------------------|-------------------------|----------------|------------------|
| | 721 | SSC Approved | 1/25/2024 | 1/25/2024 | D098 | D0BX5726 | 000023456 | 1/25/2024 | Itl | | | | No |
| | | | | | | | | | | | | Total: \$0.00 | |

Page « < 1 > » of 1 Records 1 to 1 of 1 20 +

Board Return(Record Date <60)

- Color Code:**
- Yellow:** -Entered
 - Blue:** -More Info Needed
 - Red:** -Claim Denied
 - Orange:** -SSC Approved or Pending
 - Purple:** -At or on its way to Hytec
 - Green:** Paid and completed

When Hytec inspects the board(s) and determines their condition, they will ship the good boards back to Ricoh and you credit will be processed.
If any boards are found to be bad, Hytec will repair them before sending to Ricoh.
You will get an email with the details for the board that was found to be bad. Shown on next slide.

Adding a Board return cont'd.

You will get the email below if Hytec finds any of the boards that you sent in were bad during their testing process.



Hytec completed your board return and found a bad item

warranty to: scott.krivacek

Ready4data
Mr. Dealer,
Hytec has completed the testing of the returned PCB's C2485100, B1325131, B2739652 that you sent in for Return ID # 36

Hytec found one or more of your returned parts did not pass their testing.
These board(s) will be repaired which means that your final credit will reflect this repair cost plus the inspection fees.
The board(s) that were found bad were B2739652
The cost to repair the board(s) is 256

Hytec notes concerning the boards(s) tested:
The part indicated kept causing paper jams.

Please click the link below and search for Return ID 36 if you want to view any other details on your return.
<http://www.ricohservice.com/warranty/>

Thank you,
Ricoh Board Return.

This is an automatically generated email from
an unmonitored account. Please don't reply.

Adding a Board return cont'd.

When Ricoh processes your board credit, you will receive the email below.



Your board return was submitted for payment
warranty to: scott.krivacek

Mr. Dealer,

Your board return for part number DOBX5726, which your SSC approved on 1/25/24, was completed on 1/25/24 and was submitted for payment today.

The amount of the credit is 100.00

To view any details about the board return, please go to <http://warranty.ricohservice.com> and login if you want to see the details. (The return ID number is 721)

Any questions please contact your SSC.

Thank you,

Ricoh Warranty Claims

This is an automatically generated email from an unmonitored account. Please don't replay.

The return record turns green and shows the credit amount.

| Options | Return ID | Claim Status | SSC Approval Date | Record Date | Model | Part Number(s) | Case Number | Dealer Shipping Date | Sent Via | Initial Board Testing | Final Board Disposition | Credit Pending | Credit Completed |
|---------|-----------|--------------|-------------------|-------------|-------|----------------|-------------|----------------------|----------|-----------------------|-------------------------|----------------|------------------|
| ☰ | 721 | SSC Approved | 1/25/2024 | 1/25/2024 | D098 | DOBX5726 | 000023456 | 1/25/2024 | Itl | Good | Good | \$0.00 | Yes |
| | | | | | | | | | | | | Total: \$0.00 | |

Page << < 1 > >> of 1 Records 1 to 1 of 1 20 +

Board Return(Record Date <60)

Site Links

RICOH Warranty Website

| |
|--------------------------------------|
| Dealer Help |
| Warranty Home |
| Download the Multiple Item Worksheet |
| Hytec Dealers Warranty website |
| Archives shown below |
| Exception Claim |
| Standard Warranty |
| Board Return |
| Reports |
| Dealer Supply Claims |
| Dealer Hardware Claims |
| Change Password |
| Logout |

Warranty Home

| Edit | Supplies or Hardware | Standard Warranty | Board Return | R12 Account Number | Dealer Name | City | St | Region | Channel | Contact Name | SSC |
|------|----------------------|----------------------|-----------------|--------------------|-------------|---------------|----|-----------|---------|---------------------|-----|
| | Exception Claim(0) | Standard Warranty(0) | Board Return(0) | 123456789 | ready4data | West Caldwell | NJ | Northeast | Ricoh | rich filandrotester | |

Link menu:

Dealer Help - Help pages(includes link to download this presentation).

Worksheet - Used for multiple claim items.

Warranty Home - Your homepage.

Archives - Shows records older than 60 days

Reports – Track your monthly claims

Change Password - Lets you change your login password.

Logout - Log out of system and returns to the login page.

Searches

Warranty Home / Standard Warranty

| R12 Account Number | NSP Number | Dealer Name | City | St | Region | Channel | Contact Name | TSM |
|--------------------|------------|-------------|---------------|----|--------|---------|--------------|----------------|
| 123456 | 123456789 | Ready4data | Lawrenceville | GA | South | Ricoh | Mr. Dealer | Scott Krivacek |

| Options | Claim ID | Packing Slip | Claim Date | Part Number | Service Option | Ship Via | Claim Status | Approval Date | Board Shipped | Tracking Number | Warranty Complete |
|---|----------|--------------|------------|---------------------------|-------------------|-----------|------------------------------|---------------|---------------|-----------------|-------------------|
|  | 182 | | 2/2/2015 | AX060133, POLYGON MOTOR | Advanced Exchange | Overnight | Entered | | | | |
|  | 179 | | 1/1/2015 | AZ230056, DC POWER SUPPLY | Advanced Exchange | Overnight | Need More Info(see comments) | | | | |
|  | 178 | | 1/1/2015 | AZ230056, DC POWER SUPPLY | Advanced Exchange | Overnight | Ricoh Approved | | | | |
|  | 177 | | 1/1/2015 | AZ230056, DC POWER SUPPLY | Advanced Exchange | Overnight | Ricoh Declined | | | | |
|  | 176 | | 1/1/2015 | AZ230056, DC POWER SUPPLY | Advanced Exchange | Overnight | Ricoh Approved | 1/20/2015 | | | |

Page << < 1 > >> of 1 Records 1 to 5 of 5 20  

Clicking on the Advanced Search button  you can search through your claims in the Standard, Exceptional, or Board Return sections.

Searches cont'd

Clicking the Advanced Search button  brings up the search form.

Advanced Search

Claim Date *between* 
and
 

Model *contains*

Machine Serial Number *contains*

Part Number *contains*

Ship To City *contains*

Attention *contains*

Service Option *contains* Repair and Return Advanced Exchange

Ship Via *contains* Ground 2 Day Overnight

Orange: Ricoh Approved

Fill in any number of fields to search for records then click the Search button.

Report Sample

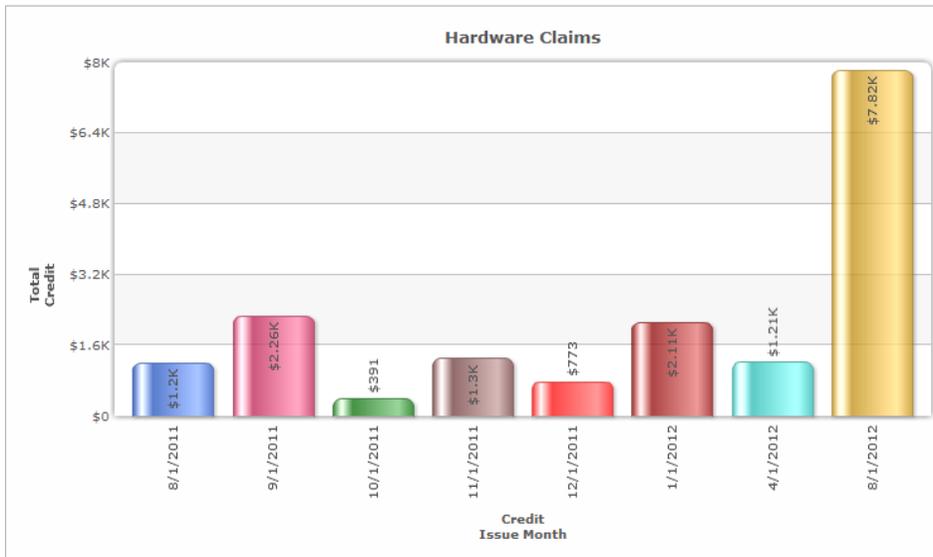
Filters

Credit Issue Month between 08/01/2011 and 08/24/2012

Search Reset

| Credit Issue Month | Total Credit |
|--------------------------------|----------------------|
| 8/1/2011 | \$1,201 |
| 9/1/2011 | \$2,262 |
| 10/1/2011 | \$391 |
| 11/1/2011 | \$1,296 |
| 12/1/2011 | \$773 |
| 1/1/2012 | \$2,114 |
| 4/1/2012 | \$1,209 |
| 8/1/2012 | \$7,819 |
| Grand Total (8 detail records) | |
| | SUM: \$17,065 |

Page 1 of 1 Records 1 to 8 of 8 Groups per page 12



End presentation

Please direct any questions
to your SSC