

1. Firstly, please enter your Machine ID Code and Serial Number into the appropriate fields. Then click “Validate”.

The screenshot shows the 'Customer Priority Service Portal' header in a blue bar. Below it is a navigation bar with 'Home' and 'Existing Service Call/Toner Order Enquiry' links, and a green 'Help' button. The main content area is titled 'Step 1 - Machine Validation'. It contains two input fields: 'ID Number' and 'Serial Number', each with a small grey box for text entry. A red 'Validate' button is positioned at the bottom right of the form. A yellow banner at the bottom of the form area contains the text: 'If you're having any difficulties logging your query, please contact the National Call Centre on 1300 887 600 (Australia) or 0800 887 601 (New Zealand) & press Option 1.'

2. After you have selected “Validate” the below screen will appear, please ensure that all details are correct. If so continue to press “Next”. If your details have changed, please contact the National Call Centre on 1300 887 600 and press Option 1, as listed below.

The screenshot shows the 'Customer Priority Service Portal' header in a blue bar. Below it is a navigation bar with 'Home' and 'Existing Service Call/Toner Order Enquiry' links, and a green 'Help' button. The main content area is titled 'Step 2 - Machine Confirmation'. It contains five input fields: 'ID Number:', 'Serial Number:', 'Model Number:', 'Site Name:', and 'Address:'. Each field has a small grey box for text entry. A red 'Go Back' button and a red 'Next' button are positioned at the bottom right of the form. A yellow banner at the bottom of the form area contains the text: 'If your details have changed due to relocation, change of business ownership etc. please contact the National Call Centre on 1300 887 600 (Australia) or 0800 887 601 (New Zealand) and press option 1.'

3. Once “Next” is selected you will see the screen below. Please fill out all mandatory fields.

Customer Priority Service Portal

Home Existing Service Call/Toner Order Enquiry [Help](#)

Step 3 - Contact Information

Contact First Name

Contact Last Name

Email

Confirm Email

Phone Number

61	03	12345678
Country Code	Area Code	Local Number

Mobile Number / Secondary Phone Number

Format: Country Code, Local Phone Number with Area Code

4. Then Select “Service Call” as the reason for call

Reason for Call

Site Name

Select

Select

CONSUMABLE ORDER

SERVICE CALL

5. You must select a problem type from the following options. Please ensure that the “Problem Type” selected is specific to your machine problem. If your problem is not listed please select “Other”.

Problem Type	Select
Customer Ref No / PO Number	
Comments	

- Select
- ADD PAPER ISSUES
- AUTO DOCUMENT FEEDER ISSUES
- CALLING FOR SERVICE
- CONTROL PANEL / DISPLAY SCREEN ISSUES
- COPY QUALITY
- DEPARTMENT CODES
- DRIVERS REQUIRED
- DRUM MAINTENANCE REQUIRED
- FAX ISSUES
- FINISHER / SORTER PROBLEMS
- FUSER CLEANING WEB
- JOB STATUS LIGHT FLASHING
- MATERIAL SAFETY DATA SHEET
- NOISES COMING FROM THE MACHINE
- OTHER
- PAPER JAMMING / MISFEEDING
- PART BROKEN
- POWER PROBLEMS
- PRINTING / NETWORKING ISSUES

Depending on what “Problem Type” is selected a “Sub Problem Type” drop down box may appear. Please select the description that suits your machine fault best. This will help the technician gain a better understanding of the problem before attending.

Problem Type	PAPER JAMMING / MISFEEDING
Sub Problem Type	Select
Customer Ref No / PO Number	

- Select
- DEVICE DISPLAYING IN THE TOP RIGHT CORNER E061, E062, E063, E064 OR E065
- OTHER

6. If you have a Purchase Order Number/ Reference Number or any Additional comments please enter them in the below fields. If “other” is selected for “Problem Type” additional notes *MUST* be entered. Then continue to select “Next”.

Customer Ref No / PO Number	<input type="text"/>
Comments	<input type="text"/>

7. When “Next” is selected it will take you to a summary screen of the call, please double check that the information entered matches that of the call you wish to log. If correct please select “Submit”.

Customer Priority Service Portal

Home Existing Service Call/Toner Order Enquiry [Help](#)

Step 4 - Contact Confirmation

Machine Details	
ID Number	<input type="text"/>
Serial Number	<input type="text"/>
Model Number	<input type="text"/>
Personal Details	
Name	<input type="text"/>
Email	<input type="text"/>
Phone	<input type="text"/>
Mobile	<input type="text"/>
Site Name	<input type="text"/>
Site Address	<input type="text"/>
Other Information	
Reason for Call	SERVICE CALL
Customer Ref Number / PO Number	
Problem Type	PAPER JAMMING / MISFEEDING
Sub Problem Type	DEVICE DISPLAYING IN THE TOP RIGHT CORNER E061, E062, E063, E064 OR E065
Comments	

[Go Back](#) [Submit](#) [Cancel](#)

Once “Submit” is selected you will receive an email shortly after containing a WR Number, which is the reference number for your call. This number can be used to trace the call if required.