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

Customer Priority Service Portal

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Step 1 - Machine Validation

ID Number

Serial Number

Validate

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.

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Step 2 - Machine Confirmation

ID Number:

Serial Number:

Model Number:

Site Name:

Address:

Go Back   Next

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.

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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 [space] Phone Number with Area Code

4. Select "Consumable Orders" as the reason for call, and ensure that your company "Delivery Address" is correct.

Reason for Call CONSUMABLE ORDER ▼

Site Name

Delivery Address

5. For "Problem Type" please select which consumables you would like to order for. Note that staples cannot be ordered via this portal and you will have to contact the National Call Centre to place an order.

Problem Type	Select ▾
	Select
	TONER ORDER
	WASTE BOTTLE ORDER
	TONER & WASTE BOTTLE ORDER

Following this you will need to select the colours of toner that you wish to order.

#	Item	Description	
1	TBFC505	Toner Bag	☑
2	TFC505K	Black Toner for ES2505AC/3005AC/3505AC/4505AC/5005AC	☑
3	TFC505C	Cyan Toner for ES2505AC/3005AC/3505AC/4505AC/5005AC	☑
4	TFC505M	Magenta Toner for ES2505AC/3005AC/3505AC/4505AC/5005AC	☑
5	TFC505Y	Yellow Toner for ES2505AC/3005AC/3505AC/4505AC/5005AC	☑

6. If you have a Purchase Order Number/ Reference Number, please enter them in the below field.

Customer Ref No / PO Number	

7. Please enter the Meter Reading or Copy Count in the provided field and select validate. If you do not have this, this field may be left blank. If the copy count provided is less than the previous reading we have on record you will be alerted with a message.

Copy Count / Main Meter Reading	

Validate

The meter reading entered is incorrect, please check and re-enter. Or you can continue by keeping the meter reading field blank.

If this message appears, please call the National Call centre on 1300 887 600 and advise that your meter reading is not being accepted, so that we can get this rectified for you.

8. For any Additional comments; such as delivery instructions or quantities required, please enter them in the below field. Once notes (if required) are entered, please select "Next".

Comments

9. When "Next" is selected you will be taken 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

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Step 4 - Contact Confirmation

Machine Details

ID Number

Serial Number

Model Number

Personal Details

Name

Email

Phone

Mobile

Site Name

Site Address

Other Information

Reason for Call   CONSUMABLE ORDER

Customer Ref Number / PO Number

Copy Count / Main Meter Reading

#	Item	Description
1	TBFC505	Toner Bag
2	TFC505K	Black Toner for ES2505AC/3005AC/3505AC/4505AC/5005AC
3	TFC505C	Cyan Toner for ES2505AC/3005AC/3505AC/4505AC/5005AC
4	TFC505M	Magenta Toner for ES2505AC/3005AC/3505AC/4505AC/5005AC
5	TFC505Y	Yellow Toner for ES2505AC/3005AC/3505AC/4505AC/5005AC

Problem Type   TONER ORDER

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.used to trace the call if required.