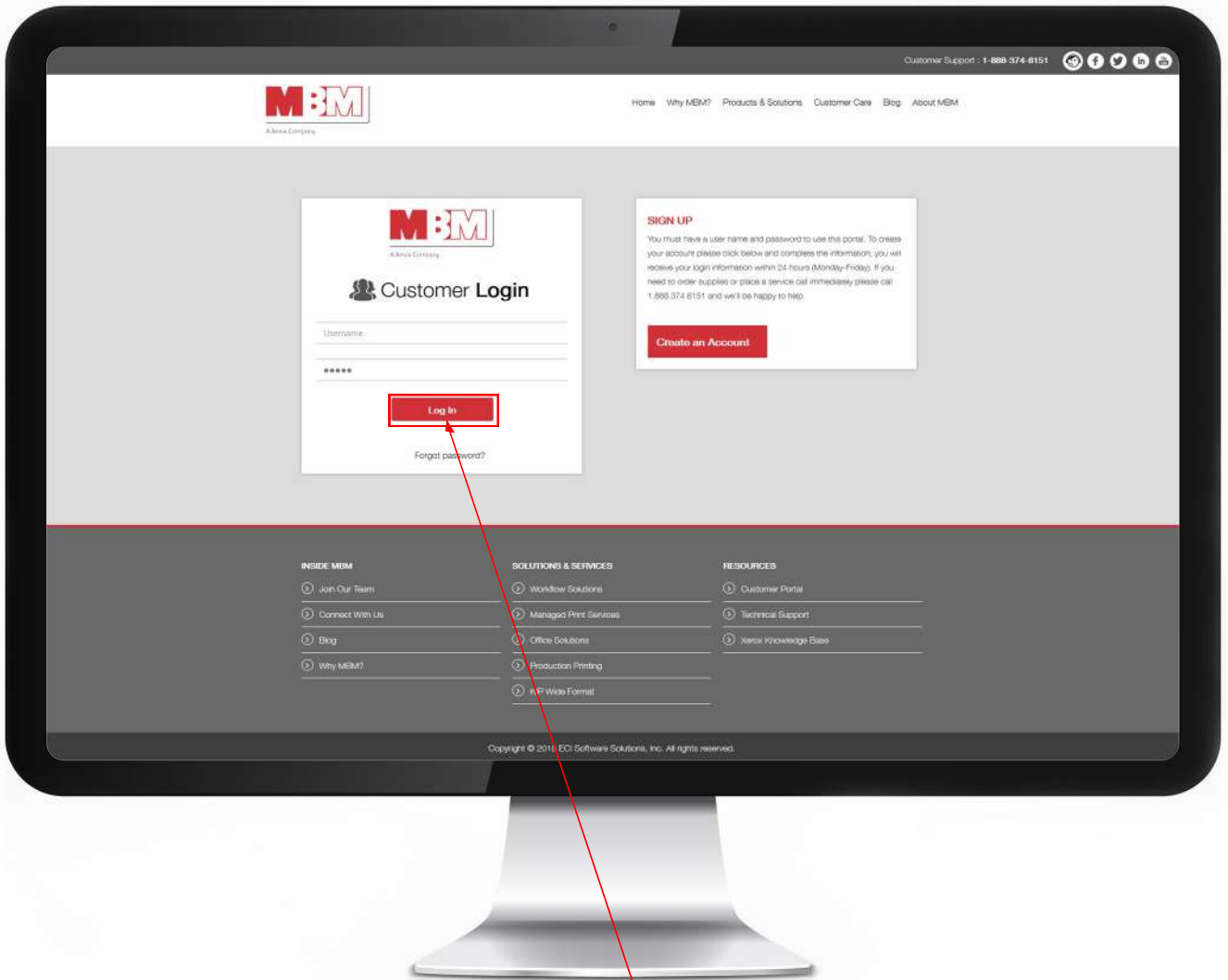




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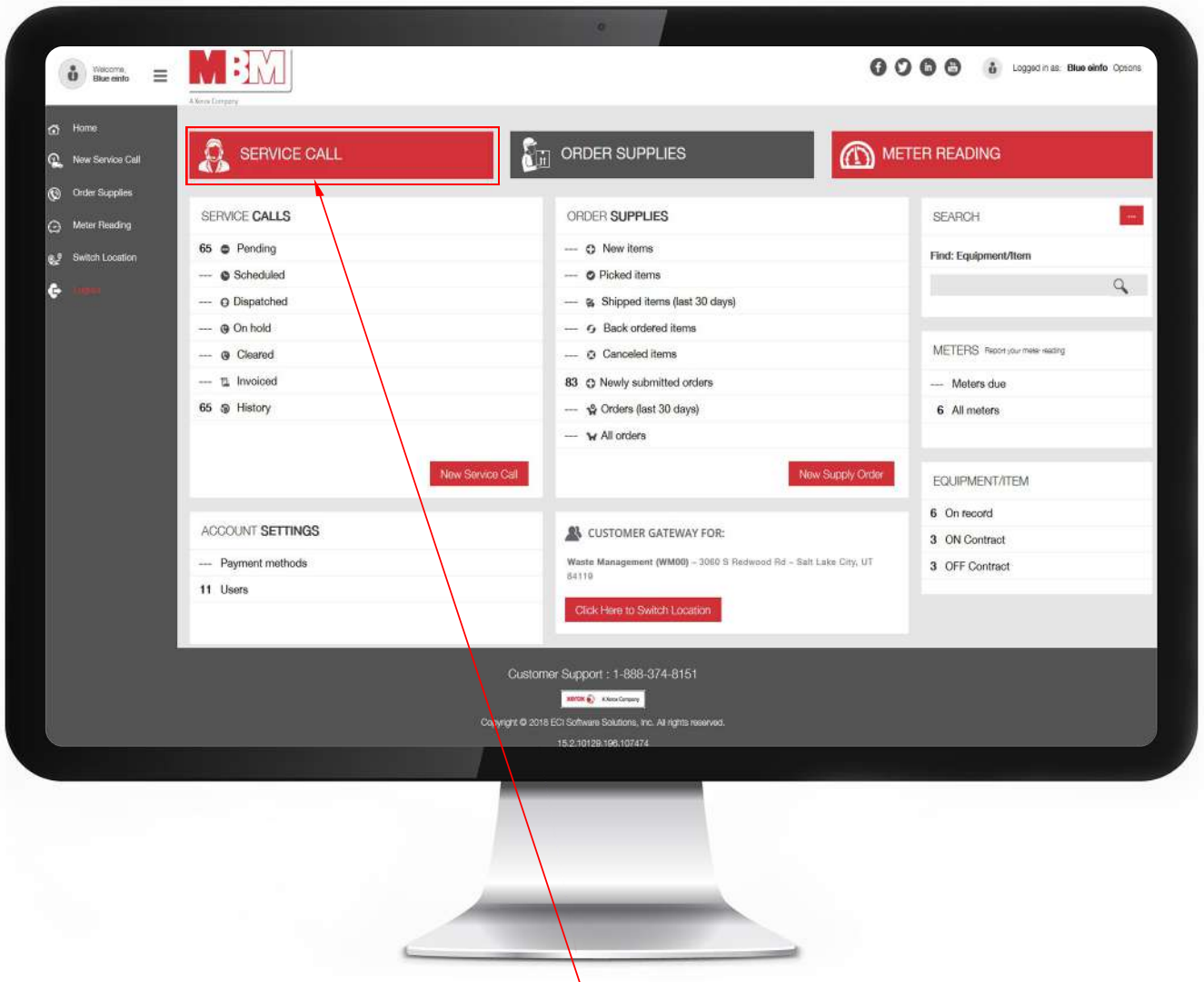
1. How to Place a Service Call:

→ **1.1) Login :-** On the Login screen, enter your Username and Password. Click the Login button.



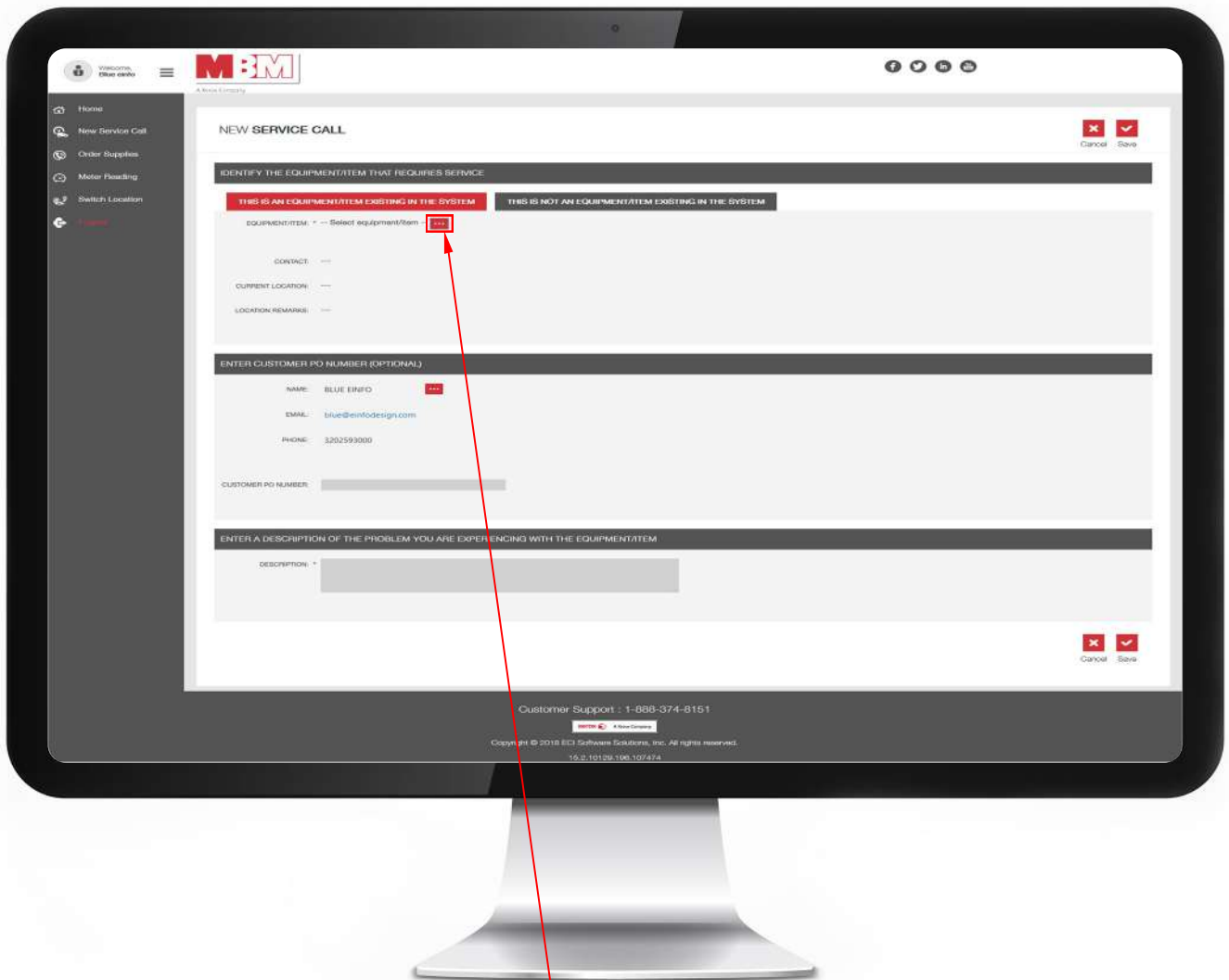
Login Button

→ 1.2) Click on Service Call :- On the Dashboard screen, click on the Service Call button.

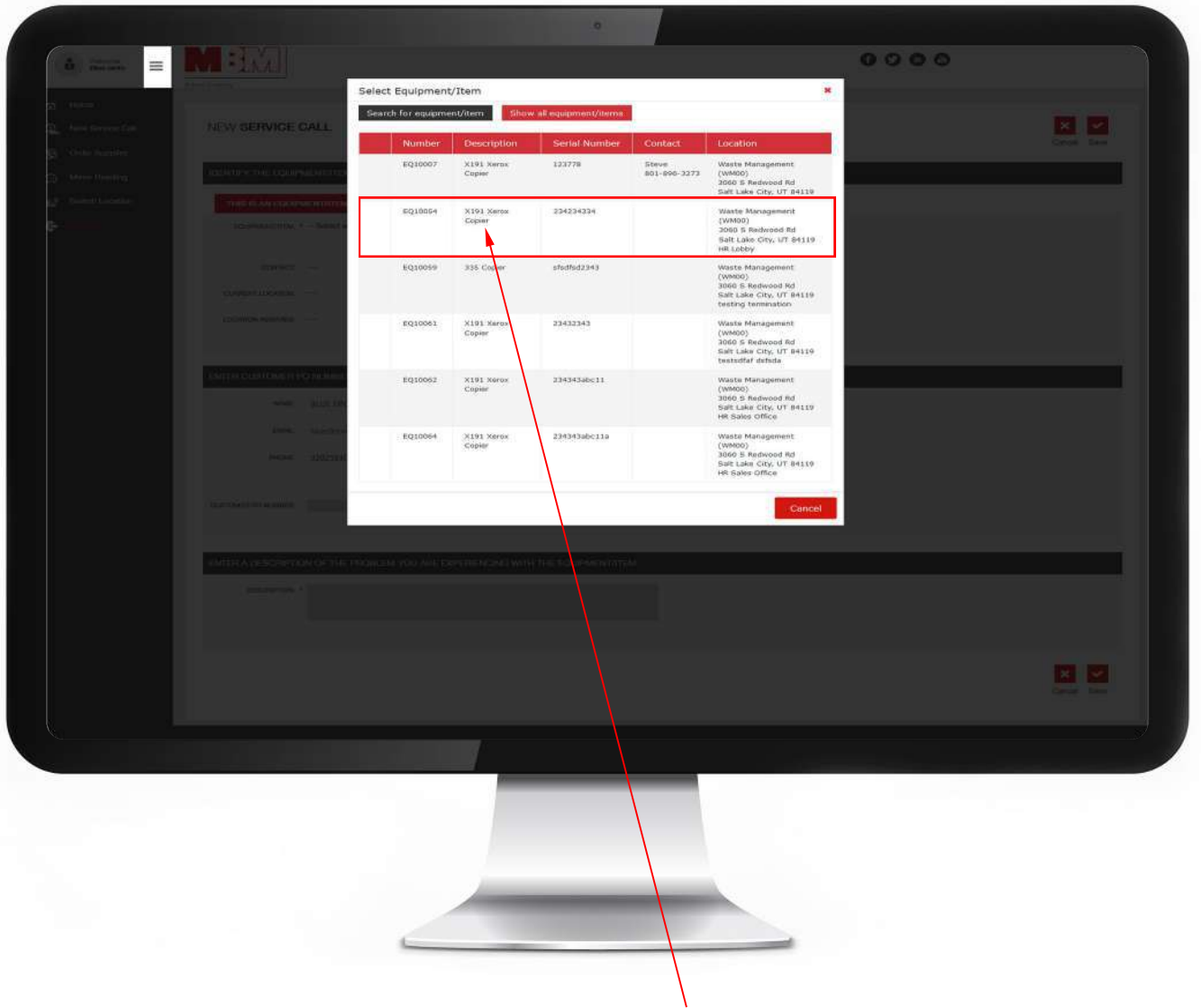


Service Call Button

- **1.3) Select Equipment/Item that needs service :-** On the Service Call screen, click on --Select equipment/item-- to choose the equipment that needs service.



Click here to open the popup with your equipment listed.



Click the equipment that needs service

→ 1.4) Enter Description :- Enter the issue you are having in the Description box.

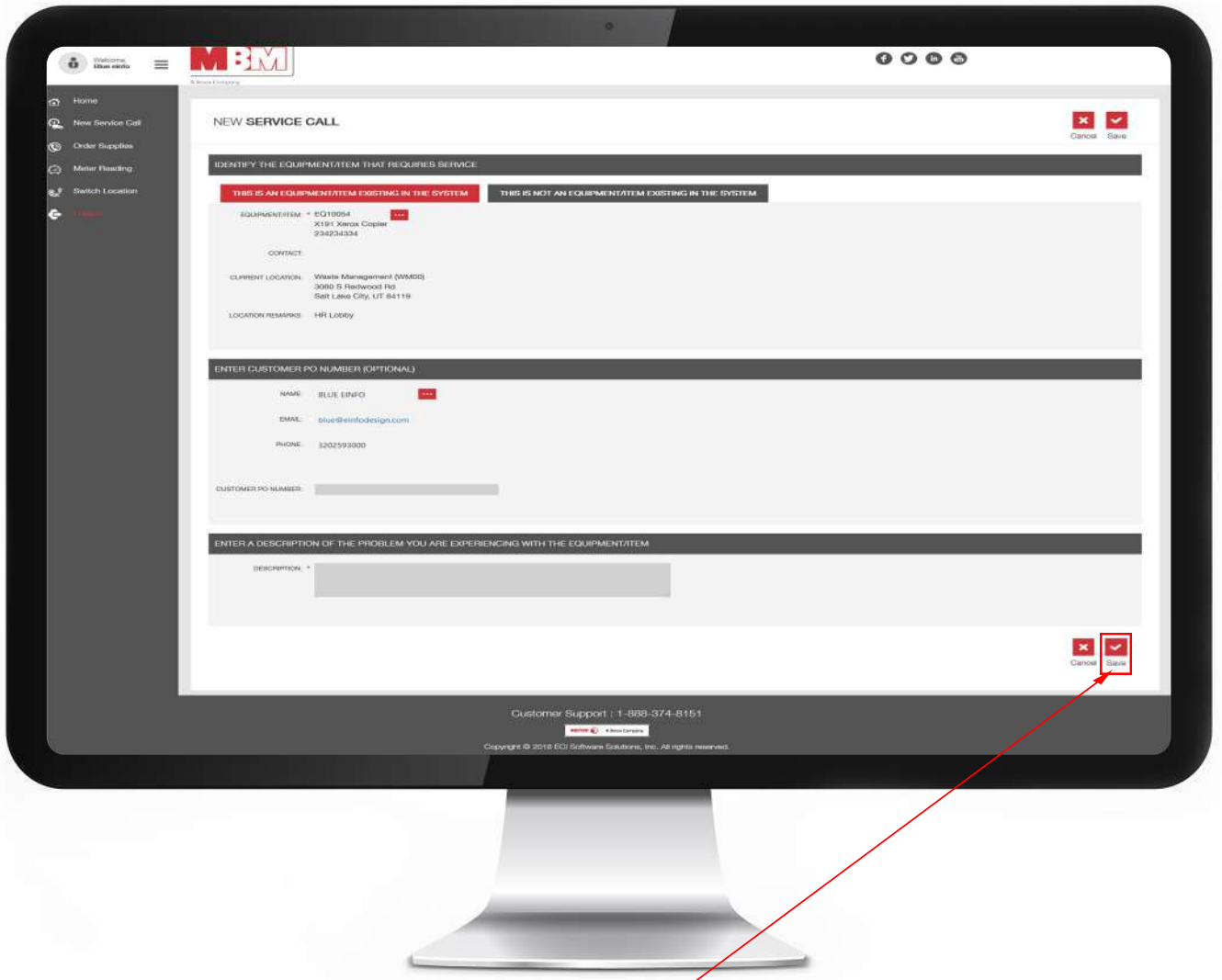
The screenshot displays a web interface for creating a new service call. The page title is "NEW SERVICE CALL". The form is organized into three main sections:

- IDENTIFY THE EQUIPMENT/ITEM THAT REQUIRES SERVICE:** This section contains two radio buttons: "THIS IS AN EQUIPMENT/ITEM EXISTING IN THE SYSTEM" (selected) and "THIS IS NOT AN EQUIPMENT/ITEM EXISTING IN THE SYSTEM". Below these are fields for "EQUIPMENT/ITEM" (EG10004, X191 Xerox Copier, 334234334), "CONTACT", "CURRENT LOCATION" (Waste Management (WMA00), 3000 S Redwood Pl, Salt Lake City, UT 84119), and "LOCATION REMARKS" (HR Lobby).
- ENTER CUSTOMER PO NUMBER (OPTIONAL):** This section includes fields for "NAME" (BLUE INFO), "EMAIL" (blue@emfodesign.com), and "PHONE" (3702593000). There is also a "CUSTOMER PO NUMBER" field.
- ENTER A DESCRIPTION OF THE PROBLEM YOU ARE EXPERIENCING WITH THE EQUIPMENT/ITEM:** This section features a "DESCRIPTION" label and a large text input box. A red box highlights this input box, and a red arrow points to it from the text "Type your issue here." located below the monitor.

At the bottom of the form, there are "Cancel" and "Save" buttons. The footer of the page includes "Customer Support - 1-888-374-8151" and the M:EM logo.

Type your issue here.

→ 1.5) Click Save :- Click the Save button to submit your Service Call.



Click here to save your information

Service Call
Complete