



2022

# Service Portal Customer User Manual

SUBMITTING & STATUS UPDATES FOR SERVICE REQUESTS  
SERVICE PORTAL CUSTOMER USER MANUAL

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## Welcome to Digital Check's New Service Portal

Digital Check launched a major update to its service request portal in the fourth quarter of 2019. The goal of the update was to streamline the service request process and to provide better communication to our customers and partners.

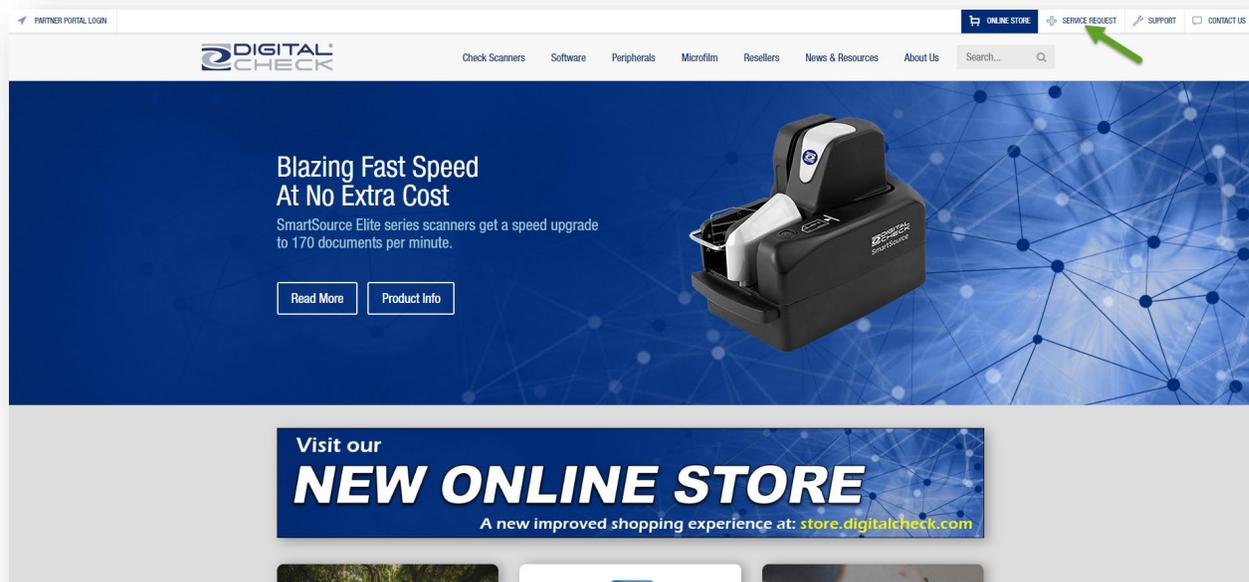
The system will provide a more seamless experience when: registering a new scanner; submitting a service request (Advanced Unit Replacement – AUR, Warranty Repair, or Non-Warranty Repair); and checking on the status of current or past service requests. Integrated with Digital Check's NetSuite enterprise resource planning (ERP) system, the service portal also ties into our webstore also built on that same platform, providing a single sign-in for both environments.

This document will provide the necessary information to successfully navigate Digital Check's Service Portal environment with step-by-step instructions, screen captures, and other useful tips to submit and stay updated on your company's Digital Check scanners and printer service requests.

## Creating an Account & Logging-in to the Service Portal

### Creating an Account

The first time you use the portal, you will need to create an account. To create an account, navigate to Digital Check's Service Portal from the Digital Check homepage ([www.digitalcheck.com](http://www.digitalcheck.com)) by clicking on the icon at the top of the page as shown by the arrow below. **Note:** even if you currently have an account in the existing Service Portal, you will need to create a new account sign-in, with the exception of those who have an account on Digital Check's Webstore.



The first screen you will see will ask you to create an account, as shown below.

Contact us 1-847-448-2285 M-F 8:30 am - 5 pm. CST, or use our [Contact Form](#)

**DIGITAL CHECK**

Login Account Re Order 0 items \$0.00

### Log In | Register

#### Returning Customer

Login below to checkout with an existing account

Required \*

Email Address \*

Password \*

**Log In** [Forgot password?](#)

#### New Customer

Create an account and take advantage of faster checkouts and other great benefits.

Required \*

First Name \*

First Name is required

Last Name \*

Company \*

Email Address \*

We need your email address to contact you about your order.

Password \*

Re-Enter Password \*

Yes, Please sign me up for Digital Check exclusive offers and promotions

**Create Account**

If you've made Webstore purchases in the past, log in here with your same Digital Check Webstore credentials

If you've never made a Webstore purchase in the past, create a new account.  
\*\* All users of Digital Check's legacy Service Request Portal will require a new registration on the new Service Portal

Please fill in all required fields as indicated with the asterisk (\*) and create a secure password. We recommend that you use a combination of letters (both upper and lower case) and numbers. For added security, you may also use symbols in your password.

**Note:** if you are currently registered through Digital Check's Webstore, you do not need to create a new login and password but may use that same login and password to access the Service Portal as they utilize the same system.

You can also check the box below the password fields to stay current on Digital Check news and exclusive special offers.

### Logging-in to the Service Portal

If you have already created an account either through Digital Check's Service Portal or Webstore, you may simply login via the "Returning Customer" fields by entering your email address and password.

# Navigating the Service Request Process

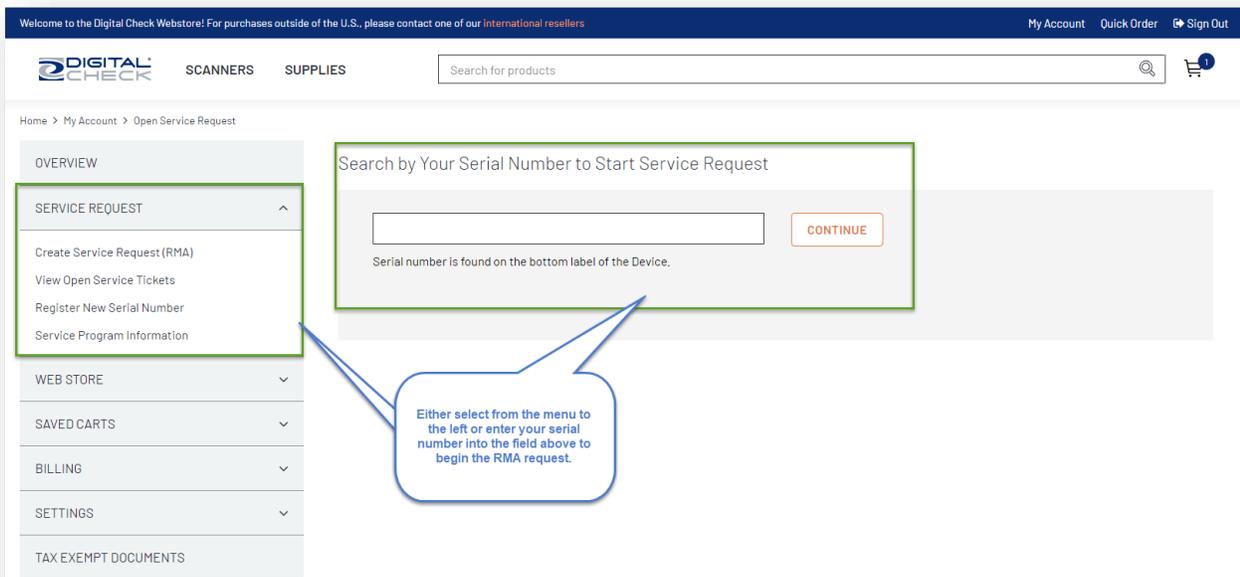
## Landing Page

Once you've logged in you will reach the first landing page which includes a summary of your information and a navigation menu with several options from which to choose.

Please check to ensure that the information is correct and fill in any missing information on the Shipping tab (and Payments tab if your scanner is not covered by a service program or warranty).

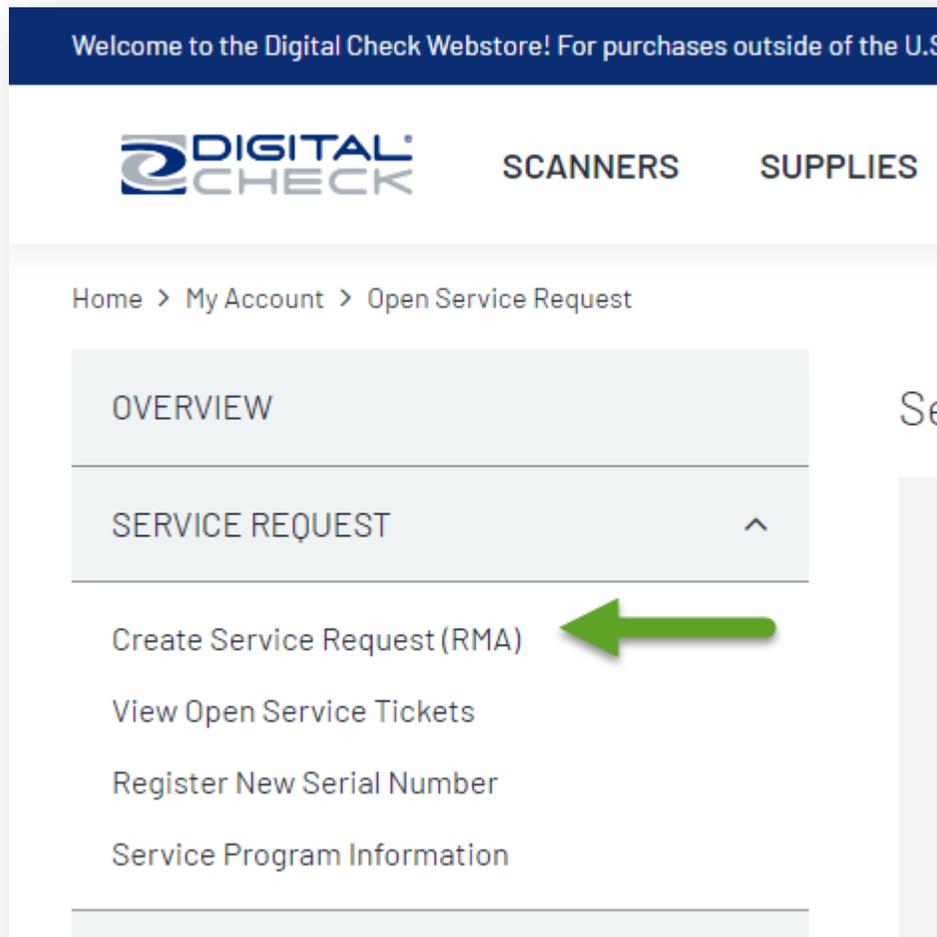
Next, you may choose from one of the following menu choices on the left:

- Open a Service Request
- View Open Service Tickets
- Register New Serial Number
- Service Program Information.

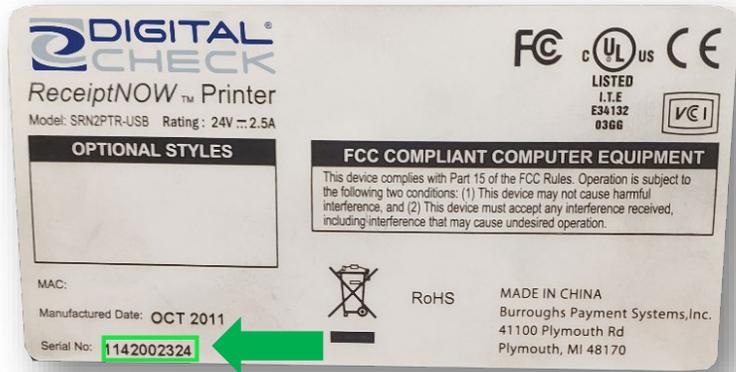


## Open a Service Request

The first option and most frequent reason for a customer to come to the Service Portal is to open a service request (ticket) and that is the first item listed on the left-hand menu.



Clicking that link will take you to a page with a field to enter the serial number of the scanner or printer for which you'd like to open the request. You will find the serial number on the bottom of your scanner or printer (see field highlighted in green below).



Home > My Account > Open Service Request

OVERVIEW

SERVICE REQUEST ^

- Create Service Request (RMA)
- View Open Service Tickets
- Register New Serial Number
- Service Program Information

WEB STORE v

SAVED CARTS v

BILLING v

SETTINGS v

TAX EXEMPT DOCUMENTS

Search by Your Serial Number to Start Service Request

Serial number is found on the bottom label of the Device.

CONTINUE

Once you've located the serial number on your device, enter it into the field and click "Continue"

## Enter Serial Number

## Serial Number Not Found

If the serial number is not found, you will see the following options:

Please verify that you've entered the number correctly; if you've mistyped the number, click the "Re-enter..." button and reenter the correct number. If you've entered the number correctly, click the "Continue..." button to continue.

Clicking the "Continue..." button will prompt you to enter "Received From" information with the mandatory fields featuring a red asterisk (\*).

### Search by Your Serial Number to Start Service Request

Serial number is found on the bottom label of the Device.

Based on the information you entered, our records show that you have an Advance Unit Replacement (AUR) Contract with us. Please click the "Continue..." button below to proceed with submitting your Service Request.



RE-ENTER THE SERIAL NUMBER



CONTINUE WITH SERVICE REQUEST USING SERIAL NUMBER ENTERED

Click "Re-Enter" if you've mistyped the serial number (or included extra spaces).

Click "Continue" if you would like to continue with request with the number you've entered

**\*By clicking continue you have acknowledged that you have read the terms of service below.**

Part Number: 153000-02

Warranty Contract Type: Advanced Unit Replacement

Warranty Contract End Date: 12/31/2023

[Click here to learn about Service Program Details](#)

## Check Unit Coverage

Search by Your Serial Number to Start Service Request

082222-OBFTST

Serial number is found on the bottom label of the Device.

Based on the information you entered, your repair falls under our factory warranty. Please click the "Continue..." button below to proceed with submitting your Service Request.

RE-ENTER THE SERIAL NUMBER

CONTINUE WITH SERVICE REQUEST USING SERIAL NUMBER ENTERED

Click here to learn about **Service Program Details**

– PLEASE SELECT SERVICE PROGRAM DETAIL –

**\*By clicking continue you have acknowledged that you have read the terms of service below.**

Part Number: 153000-02

Warranty Contract Type: Warranty (Manufacturer's or Depot Contract)

Warranty Contract End Date: 07/31/2023

**Flat Fee:** Post warranty flat fee service. Service depot repairs and returns the same device the customer is charged after the service has been completed. Customer pays for shipping the device to the depot center.

**Factory Unit Exchange:** Post warranty device exchange. Customer pays exchange fee up front, DCC covers the shipping cost both ways. A refurbished unit is standard overnight shipped and a return label for the faulty unit is included in the box.

**Warranty:** Manufacturer's warranty depot service. Customer pays to ship the device to the service depot, DCC pays to ship it back.

**Standard Unit Replacement (SUR):** Smart Source Printer warranty service. Customer pays to ship the faulty printer to service depot first. Upon receipt of the faulty printer, DCC will ship a refurbished printer at no further cost to the customer.

**Advance Unit Replacement (AUR):** Post-warranty service where a new

If it is your understanding that this unit is covered by a Warranty or Service Program, please select your Service Program Coverage\*

– PLEASE SELECT COVERAGE –

– PLEASE SELECT COVERAGE –

WARRANTY (STANDARD 1YR MFW)  
DEPOT WARRANTY (EXTENDED MFW)  
ADVANCE UNIT REPLACEMENT (AUR)  
OUT OF BOX FAILURE (OBF)

\* DCC Support Team will review & update our warranty database to resolve

If your unit returns as being out of coverage and you believe your unit is covered by an AUR contract, please check the box shown by the green arrow above and Digital Check will contact you with further information regarding your service request.

## Received-From Information

RECEIVED FROM INFO	SHIPPING INFO	BILLING INFO	UNIT INFO
<h3>RECEIVED FROM INFORMATION</h3> <p>Please use the "Back" button at the bottom of the form. Do not use your browser back button to navigate to a previous step. <span>✕</span></p> <p>Full Name *</p> <input type="text"/> <p>Company Name *</p> <input type="text" value="Digital Check"/> <p>Contact Phone Number *</p> <input type="text" value="111-111-1111"/> <p>Contact Cell Number</p> <input type="text"/> <p>Contact Email *</p> <input type="text" value="prupple@digitalcheck.com"/> <p><input type="button" value="BACK"/> <input type="button" value="CONTINUE"/></p>			

If the serial number is found in our system and the scanner is covered by an active Advanced Unit Replacement (AUR) contract, the fields in the following tabs should be pre-populated. Please check the information for accuracy. Please continue with the request by providing the information for the subsequent tabs: "Shipping Info," "Billing Info," and "Unit Info."

## Shipping Information

OVERVIEW	RECEIVED FROM INFO	SHIPPING INFO	BILLING INFO	UNIT INFO
SERVICE REQUEST ^	SHIP TO INFORMATION			
Create Service Request (RMA)	Please use the "Back" button at the bottom of the form. Do not use your browser back button to navigate to a previous step.			
View Open Service Tickets	Please note we cannot ship to post office addresses			
Register New Serial Number	Full Name *			
Service Program Information	<input type="text" value="Joe Jones"/>			
WEB STORE v	Company Name *			
SAVED CARTS v	<input type="text" value="Digital Check"/>			
BILLING v	Country *			
SETTINGS v	<input type="text" value="UNITED STATES"/>			
TAX EXEMPT DOCUMENTS	Postal Code *			
	<input type="text"/>			
	City *			
	<input type="text"/>			
	State *			
	<input type="text" value="-- SELECT --"/>			
	Address *			
	<input type="text"/>			
	Address 2			
	<input type="text"/>			
	Contact Phone Number *			
	<input type="text"/>			
	Contact Cell Number			
	<input type="text"/>			
	Contact Email Address *			
	<input type="text" value="pruppie@digitalcheck.com"/>			
	<input type="button" value="BACK"/> <input type="button" value="CONTINUE"/>			

If you have any questions, please contact Digital Check at 847-446-2285 or [orders@digitalcheck.com](mailto:orders@digitalcheck.com).

## Billing Information

OVERVIEW

SERVICE REQUEST ^

Create Service Request (RMA)

View Open Service Tickets

Register New Serial Number

Service Program Information

WEB STORE v

SAVED CARTS v

BILLING v

SETTINGS v

TAX EXEMPT DOCUMENTS

RECEIVED FROM INFO SHIPPING INFO **BILLING INFO** UNIT INFO

Bill To Information

Please use the "Back" button at the bottom of the form. Do not use your browser back button to navigate to a previous step.

Same as Shipping [Add Address](#)

Full Name \*

Joe Jones

Company Name \*

Digital Check

Country \*

UNITED STATES v

Postal Code \*

60062-2703

City \*

NORTHBROOK

State \*

ILLINOIS v

Address \*

630 DUNDEE RD

Address 2

Contact Phone Number \*

555-555-5555

Contact Cell Number

Contact Email Address \*

prupple@digitalcheck.com

BACK CONTINUE

**Note:** by selecting the checkbox, the shipping info will be filled into these fields.

**Note:** Payment information will be required for all non-warranty and for warranty repairs that fall beyond warranty coverage (Factory Unit Exchange, No Trouble Found, and Customer Induced Damage).

### Addressx – Address Verification System

Digital Check's webstore is now incorporating address validation from Addressx. This system will begin by asking for your postal code and then make suggestions regarding your city and, as you begin to type your address, will pop up recommended addresses to fill in. The addresses are properly formatted for most shipping services. The system will also flag invalid addresses – either addresses not recognized or those that are not allowed according to Digital Check shipping rules (e.g., PO boxes). Overall, Addressx works like many other ecommerce sites with which you are probably familiar and will ensure that your package arrives without delays due to the use of an invalid address.

## Unit Information

If you are unsure as to which troubleshooting steps to take, please contact Digital Check's helpdesk for complimentary troubleshooting assistance at 847-446-2285 or [support@digitalcheck.com](mailto:support@digitalcheck.com) between 8 a.m. and 5 p.m. CT.

OVERVIEW

SERVICE REQUEST ^

- Create Service Request (RMA)
- View Open Service Tickets
- Register New Serial Number
- Service Program Information

WEB STORE v

SAVED CARTS v

BILLING v

SETTINGS v

TAX EXEMPT DOCUMENTS

RECEIVED FROM INFO SHIPPING INFO BILLING INFO **UNIT INFO**

### UNIT INFORMATION

(Only one Unit per Service Request can be submitted. Separate Service Request must be opened for additional units).  
Please use the "Back" button at the bottom of the form. Do not use your browser back button to navigate to a previous step.

Part Number(PN)\*  
153000-02

Serial Number\*  
082222-0BFTEST

Return Via Ship Method \*(Customer is responsible for shipping product to Digital Check for service)  
FedEx Ground®

3rd Party Billing (Freight Collect)

Return Shipping Terms  
Freight Paid (\$0)

Problem Categories\*  
- SELECT PROBLEM CATEGORY -

Problem Description\*

Troubleshooting Steps Pursued\*

BACK CONTINUE

Each of the three fields are required. The first is a drop-down menu describing the problem, the second provides a text field to provide additional details, and the final field allows for a description of steps taken to attempt to mitigate the issue.

Summary Page – all the information filled into the four tabs (Received from; Ship to; Bill to; Unit Info)

Create Service Request (TMA)  
View Open Service Tickets  
Register New Serial Number  
Service Program Information

WEB STORE  
SAVED CARTS  
BILLING  
SETTINGS  
TAX EXEMPT DOCUMENTS

### Profile information

**Edit**

Full Name \*  
Joe Jones

Company Name \*  
Digital Check

Contact Phone Number \*  
111-111-1111

Contact Cell Number

Contact Email \*  
grapple@digitalcheck.com

### Shipping information

**Edit**

Full Name \*  
Joe Jones

Company Name \*  
Digital Check

Postal Code \*  
60062-2705

City \*  
NORTH-BROOK

Address 1 \*(Please note we cannot ship to post office addresses)  
630 DUNDEE RD

Address 2

Country \*  
UNITED STATES

State \*  
ILLINOIS

Contact Phone Number \*  
999-999-9999

Contact Cell Number

Contact Email Address \*  
grapple@digitalcheck.com

### Billing information

**Edit**

Full Name \*  
Joe Jones

Company Name \*  
Digital Check

Country \*  
UNITED STATES

Postal Code \*  
60062-2705

City \*  
NORTH-BROOK

State \*  
ILLINOIS

Address \*  
630 DUNDEE RD

Address 2

Contact Phone Number \*  
999-999-9999

Contact Cell Number

Contact Email Address \*  
grapple@digitalcheck.com

### Unit Information

**Edit**

Part Number (PN) \*  
153000-02

Serial Number \*  
08223-081107

Return Via a Ship Method \*(Customer is responsible for shipping product to Digital Check for service)  
FedEx Ground

3rd Party Billing (Freight Collect)

Return Shipping Terms \*  
Freight Paid (FR)

Problem Categories \*  
JAMMING IN PAPER PATH

Problem Description \*  
Doesn't feed

Troubleshooting Steps Pursued \*  
Cleaned scanner

Customer Warranty  
-- PLEASE SELECT COVERAGE --

Warranty Purchasing Details

Standard Warranty Terms  
Advanced Replacement Warranty Terms  
 I agree to the Terms & Conditions

**CONFIRM INFORMATION & SUBMIT REQUEST** **BACK**

Confirm if all information is complete and correct and accept Terms & Conditions



## Confirmation of Service Request

Contact us 1-847-446-2285 M-F 8:30 am - 5 pm CST, or use our Contact Form

The screenshot shows the Digital Check Service Portal. At the top, there is a contact information bar. Below it is the Digital Check logo and navigation links for Logout, Account, and Re Order. A shopping cart icon shows 0 items for \$0.00. A dark blue navigation bar contains links for DIGITAL CHECK PRODUCT CATALOG and CONTACT US, along with a Keyword Search box. The main content area is split into a left sidebar and a main panel. The sidebar has three sections: SERVICE REQUEST (with links for Open Service Request, View Open Service Tickets, Register New Serial Number, and Service Program Information), WEBSTORE (with links for Purchase History, Returns, Reorder Items, and Quotes), and SETTINGS (with links for Profile Information, Email Preferences, Address Book, Credit Cards, and Update Your Password). The main panel displays a confirmation message: "Thanks for submitting your request. You will receive a confirmation email shortly and will be contacted within one business day. If you would like to contact Digital Check Support, please call 847-446-2285 and ask for support or at support@digitalcheck.com." Below the message is a dark blue Home button.

**SERVICE REQUEST**

- Open Service Request**
- View Open Service Tickets
- Register New Serial Number
- Service Program Information

**WEBSTORE**

- Purchase History
- Returns
- Reorder Items
- Quotes

**SETTINGS** ^

- Profile Information
- Email Preferences
- Address Book
- Credit Cards
- Update Your Password

Thanks for submitting your request. You will receive a confirmation email shortly and will be contacted within one business day. If you would like to contact Digital Check Support, please call 847-446-2285 and ask for support or at support@digitalcheck.com.

Home

You will receive confirmation of your submission after clicking the “Confirm Information & Submit Request” button.

## View Open Service Tickets

Contact us 1-847.446.2285 M-F 8:30 am - 5 pm. CST., or use our Contact Form

**DIGITAL CHECK**

Logout Account Re Order 0 Items \$0.00

DIGITAL CHECK PRODUCT CATALOG CONTACT US Keyword Search

**SERVICE REQUEST**

- Open Service Request
- View Open Service Tickets**
- Register New Serial Number
- Service Program Information

**WEBSTORE**

- Purchase History
- Returns
- Reorder Items
- Quotes

**SETTINGS**

- Profile Information
- Email Preferences
- Address Book
- Credit Cards
- Update Your Password

Filter by Part Number

Returned, Pending Repair  
Returned, Pending Replacement  
RMA Canceled  
SN Registration Complete  
SN Registration Pending

Customer (Responsible Party)

Filter By date

AUR - Advanced Unit Replacement OBF - Out of Box Failure WAR - Warranty Repair NWAR - Non-Warranty Repair

RMA Type	Date Created	RMA Number	RMA Status	Responsible Party	Serial Number
AUR	9/24/2019 2:21 pm	PMR23967	Pending Approval	66026 Jack Henry	70116780975
WAR	11/27/2019 9:31 am	PMR24523	Pending Approval	66135 Jack Henry	60419082717

Use these fields to filter and sort by part number, responsible party, service status, and date for easier reference.

Newly entered ticket.

You can view your open service tickets by clicking “View Open Service Tickets” in the left menu. There, you will find all your open tickets. You can also view the status of open and closed service requests using the sort fields above.

**Note:** if your company has an AUR contract with Digital Check, please ensure that non-functioning units are returned on a timely basis to avoid being charged for those units. You can find status on those units on this page as well.

### Registering a New Scanner or Printer Serial Number

Finally, you may just need to register your newly purchased scanner and/or printer serial number for warranty coverage. **Note:** even if you have not registered your device’s serial number, does not mean that your unit will not be covered by Digital Check’s warranty, it is simply an easier way for us to track the start date based on your purchase date. The process is as easy as logging into or creating a new login to Digital Check’s Service Portal ([www.digitalcheck.com/service](http://www.digitalcheck.com/service)). Once logged in, simply select

My Account

**SERVICE REQUEST**

- Open Service Request
- View Open Service Tickets
- Register New Serial Number**
- Service Program Information

**WEBSTORE**

- Purchase History
- Returns
- Reorder Items
- Quotes

**SETTINGS**

- Profile Information
- Email Preferences
- Address Book
- Credit Cards
- Update Your Password

### Register Serial Number

Serial number is found on the bottom label of the Device.

Click on the highlighted field, “Register New Serial Number” and then enter serial number from device (found on bottom label of unit) and click the button “Search Serial”. If number is found, you will see the message marked by the left arrow below. Then, click the “Continue” button.

My Account

### Register Serial Number

Serial number is found on the bottom label of the Device.

Serial number found, please click on Continue.

You will then be requested to fill out the “Bill To” information and, when complete, click the “Register” button and your unit will then be registered in our system.

Contact us 1-847-448-2265 M-F 8:30 am - 5 pm, CST, or use our Contact Form

**DIGITAL CHECK**

Logout Account Re Order 1 items \$31.95

DIGITAL CHECK PRODUCT CATALOG CONTACT US Keyword Search

My Account

**SERVICE REQUEST**

- Open Service Request
- View Open Service Tickets
- Register New Serial Number**
- Service Program Information

**WEBSTORE**

- Purchase History
- Returns
- Reorder Items
- Quotes

**SETTINGS**

- Profile Information
- Email Preferences
- Address Book
- Credit Cards
- Update Your Password

**BILL TO INFORMATION**

Full Name \*

Company Name \*

Address \*

Address 2

City \*

Country \*

State/Province/Region (optional)

Postal Code \*

Contact Phone Number \*

Contact Cell Number

Contact Email Address \*

Register



## Concluding Information about Service Request Portal

Thanks again for being a Digital Check customer. We value your loyalty and your feedback. If you have any questions about the use of the service portal or any issues in submitting a Service Request for your Digital Check scanner or printer, please do not hesitate to call our customer service team at 909-945-5106 or email to [orders@digitalcheck.com](mailto:orders@digitalcheck.com).

To order additional Digital Check products, please visit our webstore at [store.digitalcheck.com](http://store.digitalcheck.com).

Thanks again from your friends at Digital Check.



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Northbrook, IL 60062

(847) 446-2285