

# LAUSD

## Instructions for Service & Supplies Requests



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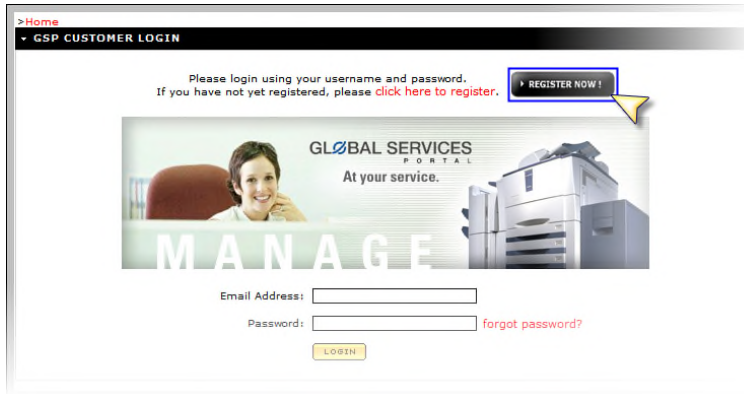
## **To Make a SERVICE/SUPPLIES Request Online (How to Register)**

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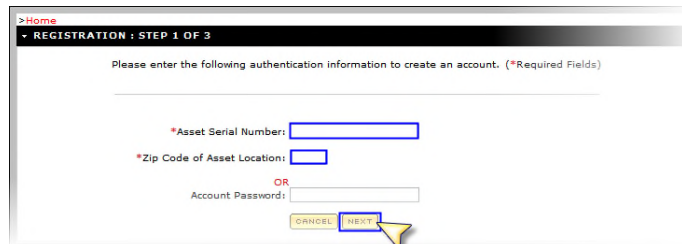
To make a service/supplies request online, you must create an account with Toshiba. To create an account, please do the following:

**NOTE:** You only need to create an account once. If already created, skip to “To Make a SERVICE Request Online” or “To Make a SUPPLIES Request Online”.

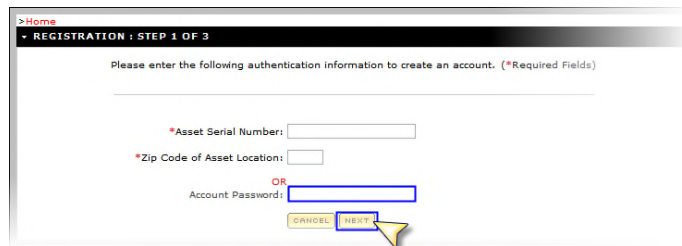
- 1) Go to <http://gsp.toshiba.com>
- 2) Click on “Register Now!”



- 3) Authentication:
  - a. If you have an existing device, enter the Serial Number (*in the Asset Serial Number field*) and zip code and follow the steps to complete registration.



- b. If you do not have an existing device, enter “**LAUSD1**” as the Account Password and follow the steps to complete registration.

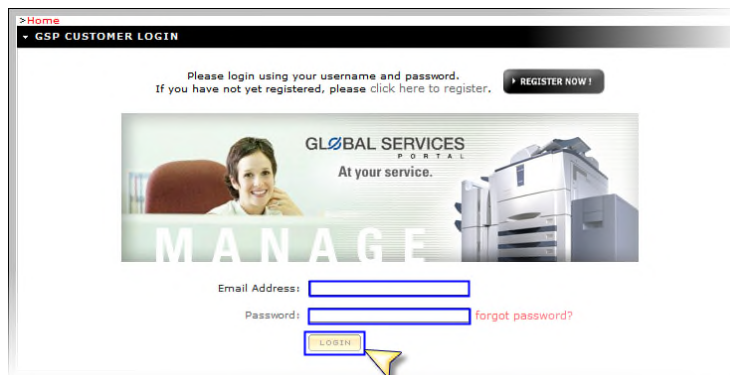


Once you have completed the self-registration process, an email will be sent to you with log in information. **You are now registered and ready to make a service/supplies request online!**

## To Make a SERVICE Request Online

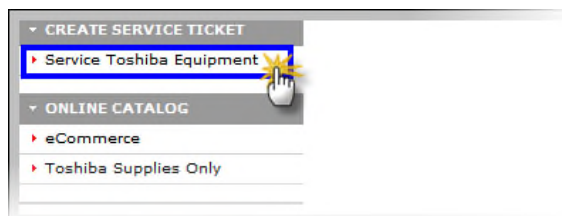
To request service online for the device, the following are the procedures:

- 1) Go to <http://gsp.toshiba.com>
- 2) Enter your Email Address & Password to sign in:



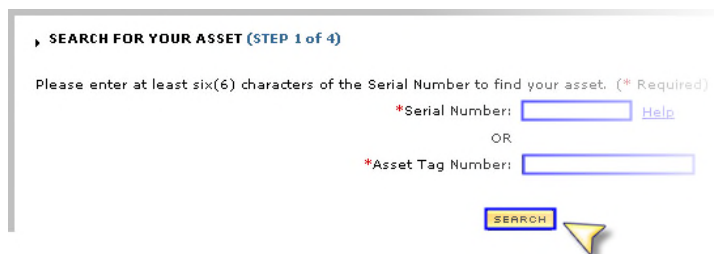
The screenshot shows the 'GSP CUSTOMER LOGIN' page. At the top, there is a navigation bar with '> Home' and 'GSP CUSTOMER LOGIN'. Below this, a message reads: 'Please login using your username and password. If you have not yet registered, please click here to register.' A 'REGISTER NOW!' button is visible. The main content area features a banner for 'GLOBAL SERVICES PORTAL' with the tagline 'At your service.' and a 'MANAGE' button. Below the banner are input fields for 'Email Address:' and 'Password:', with a 'forgot password?' link next to the password field. A 'LOGIN' button is at the bottom, with a yellow arrow pointing to it.

- 3) Select Create Service Ticket → “Service Toshiba Equipment”  
\* This applies to Non-Toshiba Devices as well \*



The screenshot shows a 'CREATE SERVICE TICKET' menu. The 'Service Toshiba Equipment' option is highlighted with a blue border and a yellow starburst, with a hand cursor pointing to it. Other options include 'ONLINE CATALOG', 'eCommerce', and 'Toshiba Supplies Only'.

- 4) Enter the Serial Number (*in the Serial Number field*) or Machine ID Tag Number (*in the Asset Tag Number field*)



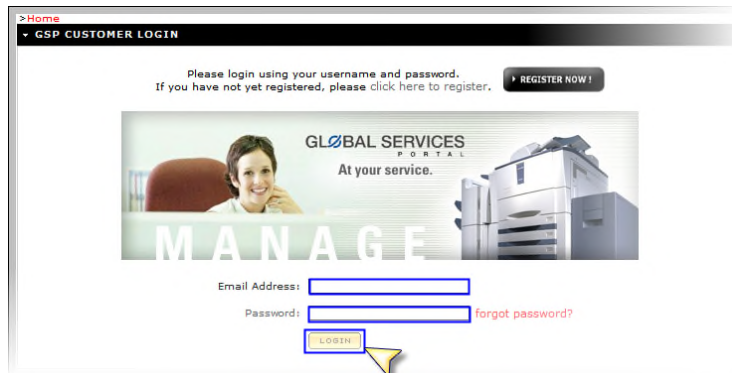
The screenshot shows the 'SEARCH FOR YOUR ASSET (STEP 1 of 4)' form. It includes the instruction: 'Please enter at least six(6) characters of the Serial Number to find your asset. (\* Required)'. There are two input fields: '\*Serial Number:' with a 'Help' link, and '\*Asset Tag Number:'. An 'OR' label is between the fields. A 'SEARCH' button is at the bottom, with a yellow arrow pointing to it.

- 5) Follow the steps...

## To Make a SUPPLIES Request Online (Toshiba Devices Only)

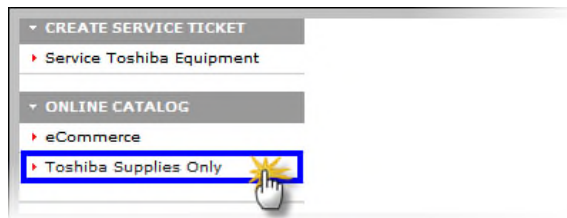
To request service online for the device, the following are the procedures:

- 1) Go to <http://gsp.toshiba.com>
- 2) Enter your Email Address & Password to sign in:



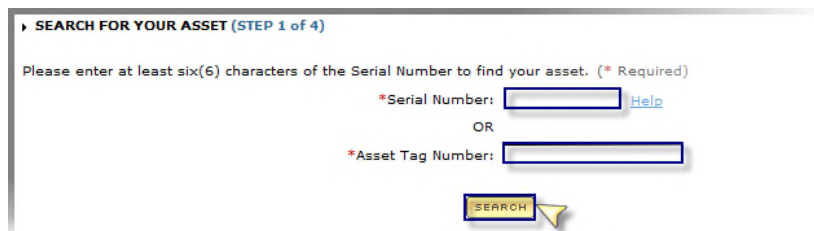
The screenshot shows the 'GSP CUSTOMER LOGIN' page. At the top, there is a navigation bar with '> Home' and 'GSP CUSTOMER LOGIN'. Below this, a message reads: 'Please login using your username and password. If you have not yet registered, please click here to register.' A 'REGISTER NOW!' button is visible. The main content area features a banner with a woman's face and the text 'GLOBAL SERVICES PORTAL At your service.' Below the banner, there are input fields for 'Email Address:' and 'Password:'. A 'forgot password?' link is next to the password field. A 'LOGIN' button is at the bottom, with a yellow arrow pointing to it.

- 3) Select Online Catalog → "Toshiba Supplies Only"



The screenshot shows a sidebar menu with two main sections: 'CREATE SERVICE TICKET' and 'ONLINE CATALOG'. Under 'ONLINE CATALOG', there are three items: 'eCommerce', 'Toshiba Supplies Only', and another item. A blue box highlights 'Toshiba Supplies Only', and a yellow arrow points to it.

- 4) Enter the Serial Number (in the Serial Number field) or Machine ID Tag Number (in the Asset Tag Number field):



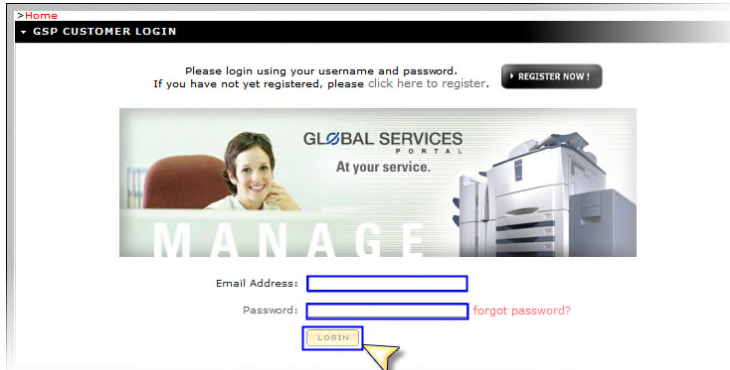
The screenshot shows the 'SEARCH FOR YOUR ASSET (STEP 1 of 4)' page. It contains a message: 'Please enter at least six(6) characters of the Serial Number to find your asset. (\* Required)'. There are two input fields: '\*Serial Number:' and '\*Asset Tag Number:'. A 'Help' link is next to the Serial Number field. Below the input fields, there is a 'SEARCH' button with a yellow arrow pointing to it.

- 5) Follow the steps...

## To Make a SUPPLIES Request Online (Non-Toshiba Devices)

To request supplies online for the device, the following are the procedures:

- 1) Go to <http://gsp.toshiba.com>.
- 2) Enter your Email Address & Password to sign in:



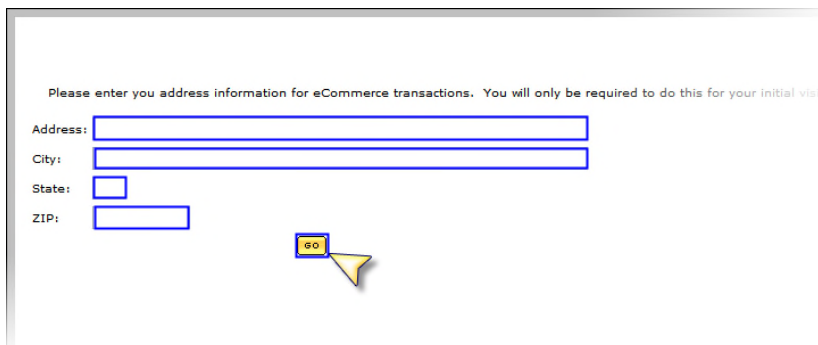
The screenshot shows the 'GSP CUSTOMER LOGIN' page. At the top, there is a navigation bar with '> Home' and 'GSP CUSTOMER LOGIN'. Below the navigation bar, there is a message: 'Please login using your username and password. If you have not yet registered, please click here to register.' and a 'REGISTER NOW!' button. The main content area features a banner for 'GLOBAL SERVICES PORTAL' with the tagline 'At your service.' and a 'MANAGE' button. Below the banner, there are input fields for 'Email Address:' and 'Password:', a 'forgot password?' link, and a 'LOGIN' button. A yellow arrow points to the 'LOGIN' button.

- 3) Select Online Catalog → “eCommerce”



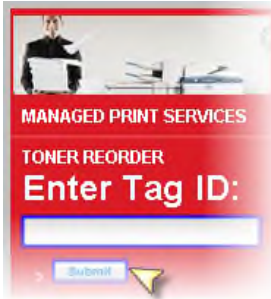
The screenshot shows a menu with two main sections: 'CREATE SERVICE TICKET' and 'ONLINE CATALOG'. Under 'CREATE SERVICE TICKET', there is a link for 'Service Toshiba Equipment'. Under 'ONLINE CATALOG', there are two links: 'eCommerce' and 'Toshiba Supplies Only'. A yellow arrow points to the 'eCommerce' link.

- 4) Upon your first initial visit to the eCommerce store, you will be requested to enter your address information. This is a one-time only process.



The screenshot shows a form for entering address information. The text reads: 'Please enter you address information for eCommerce transactions. You will only be required to do this for your initial visit.' Below this text, there are input fields for 'Address:', 'City:', 'State:', and 'ZIP:'. A yellow arrow points to a 'GO' button.

5) Enter the Machine ID Tag Number of your device in the Tag ID # space provided.



a. Is your device located or NOT located?

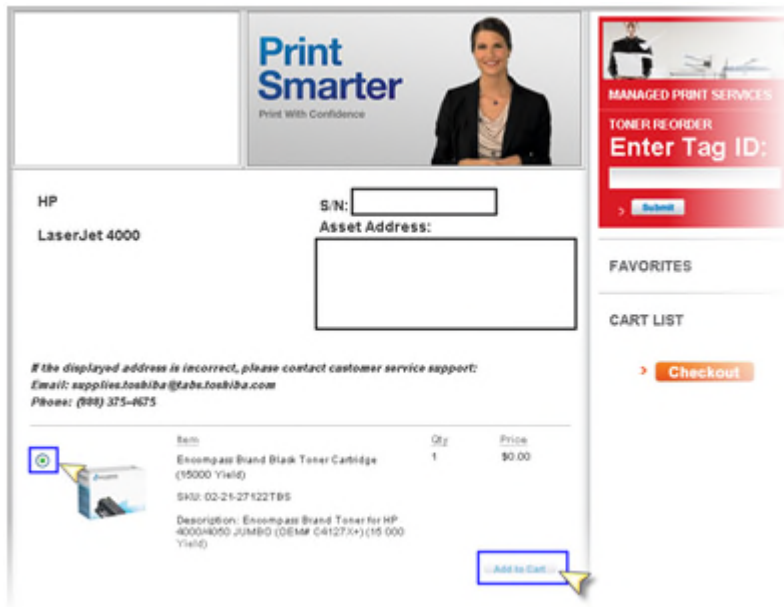
**If your device IS located... Go to → Step 6**

This means that your device is on the network and it is included in the Cost Per Copy program. Please note the following:

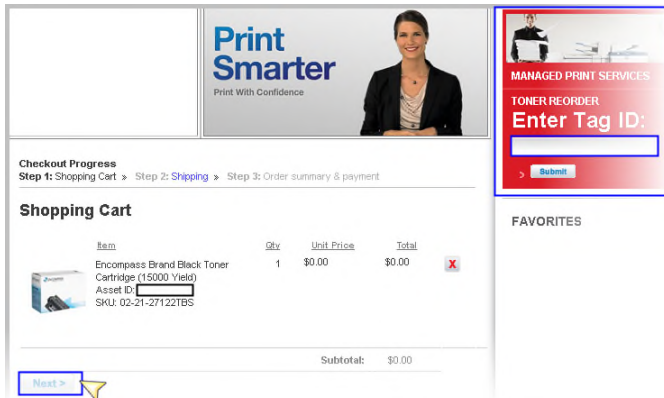
- The quantity limit is 1 per item per order.
- Double check the Ship To address as it has been pre-populated based on the Asset ID entered.

**If your device is NOT located... Contact 800-260-6320, select option 2**

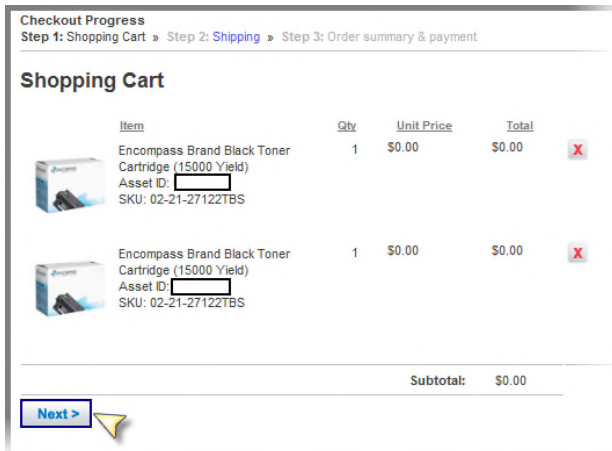
6) You will see the products available for your device. Select your choice and click the “Add To Cart” button. **You cannot order more than one of each item per Machine Tag ID.**



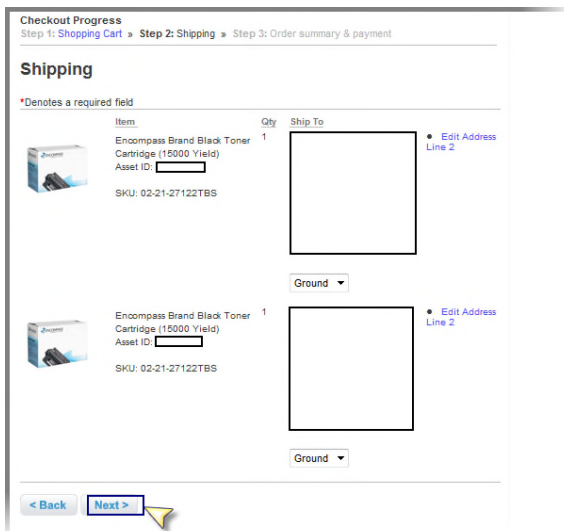
- 7) **Shopping Cart.** You can order for more than one device per checkout. To order supplies for another device, enter the Machine ID Tag Number of your device in the Tag ID # space provided.



Then, follow the previous step to add the additional item to the Shopping Cart. Click “Next” to go to the next step: **Shipping**.

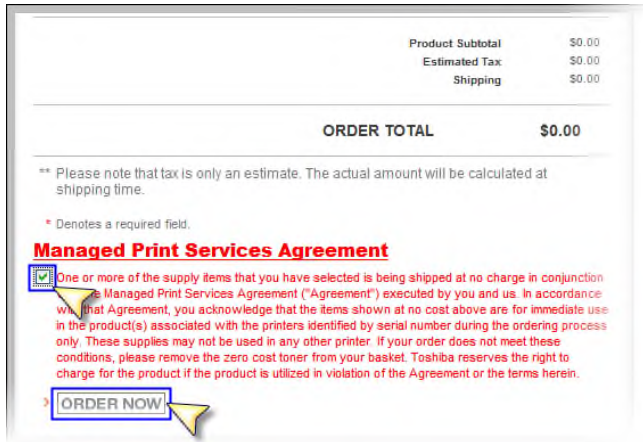


- 8) **Shipping.** Review your order. Remember to check the “Ship To” address as it has been pre-populated based on the Machine ID Tag Number you entered. Click “Next” to review and complete your order.





- 9) **Order Summary & Payment.** Review your order. Read and check the box under the Managed Print Service Agreement. Remember to check the “Ship To” address as it has been pre-populated based on the Machine ID Tag Number you entered. Click “Order Now” to complete your order.



Product Subtotal	\$0.00
Estimated Tax	\$0.00
Shipping	\$0.00

**ORDER TOTAL**      **\$0.00**

\*\* Please note that tax is only an estimate. The actual amount will be calculated at shipping time.

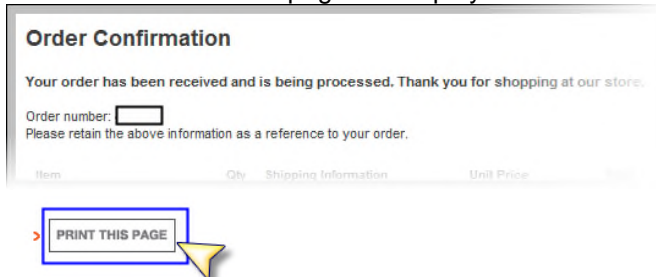
\* Denotes a required field.

**Managed Print Services Agreement**

One or more of the supply items that you have selected is being shipped at no charge in conjunction with the Managed Print Services Agreement ("Agreement") executed by you and us. In accordance with that Agreement, you acknowledge that the items shown at no cost above are for immediate use in the product(s) associated with the printers identified by serial number during the ordering process only. These supplies may not be used in any other printer. If your order does not meet these conditions, please remove the zero cost toner from your basket. Toshiba reserves the right to charge for the product if the product is utilized in violation of the Agreement or the terms herein.

**ORDER NOW**

- 10) Your order confirmation page will display. Click “Print This Page” if you want to print the page.



**Order Confirmation**

Your order has been received and is being processed. Thank you for shopping at our store.

Order number:

Please retain the above information as a reference to your order.

Item	Qty	Shipping Information	Unit Price	Price
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**PRINT THIS PAGE**

**The order is now complete. A confirmation email will be sent to the email address on file.**

## Automated Toner Replenishment Service (Select Qualified Networked Non-Toshiba Devices)

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Toner is automatically replenished for select qualified networked printer devices covered under the Toshiba Unified Print Program.

### How It Works

The system is set up as just-in-time, meaning printer toner arrives approximately one week before the toner is fully depleted. Therefore, when there is a “low toner” alert, do not be alarmed. Our system will ensure the replacement toner is delivered before the cartridge is empty.

The toner cartridge is delivered with a label clearly showing the internal device location, serial number, device make/model, and designated site representative’s name (shown here).

### Easy Tracking

Upon shipment, an email notification will be sent to the designated site representative with shipment information and tracking number.

### Ordering Through eCommerce – “Manual Orders”

Not all printers are capable of reporting accurate device data for auto replenishment purposes. Supplies for these printers will occur through the Toshiba eCommerce portal. To order supplies for these exception printers, please log into [gsp.toshiba.com](http://gsp.toshiba.com). Users without Internet access can call 800-260-6320, select option 2.

Please note the device asset tag will let you know whether the device is under the automated toner replenishment or manual order process.

### Toner Shipments

Toner will arrive “just in time” – approximately 3-5 days before supply is depleted. The Primary Site Contact will receive email notification of toner en route. Once supplies arrive, the Primary Site Contact will distribute the toner to the appropriate device.

If there are questions on toner status, please contact [supplies.toshiba@tabs.toshiba.com](mailto:supplies.toshiba@tabs.toshiba.com) or call 800-260-6320, select option 2.



## To Make a SERVICE Request via Phone

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Call the number on the asset tag to make a service request:

**Phone:** 800-260-6320, select option 1

## Where is my Supplies Order?

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If you have questions about your supplies order, please contact Toshiba:

**Phone:** 800-260-6320, select option 2

## GSP Site Support

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If you have any questions regarding GSP, please contact Toshiba:

**Email:** [gsp.helpdesk@tabs.toshiba.com](mailto:gsp.helpdesk@tabs.toshiba.com)