

ECCC Manual: Working Document 7/27/2022

Epson Customer Care Center Guidebook

Welcome to the Epson Customer Care Center Guidebook. This document is intended for the Epson Customer Care Center representative supporting Epson products. As a global technology leader, Epson provides service program resources that enable our service partners to deliver excellent customer care and technical support.

Getting Started

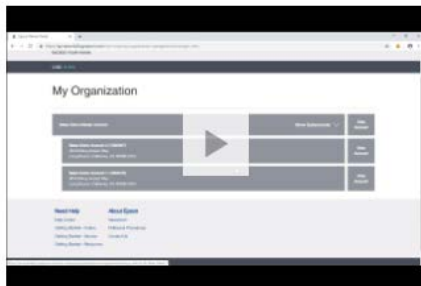
The Epson Partner Portal is the primary resource for Epson Customer Care Centers (ECCC) and resellers as they support our mutual customers. The Epson Partner Portal is filled with the assets you need such as, parts, service tracking, technical information, and pricing. The Epson Partner Portal is where you can verify warranties, create service events, track parts orders, and access technical information. This document outlines the procedures for servicing both warranty and out-of-warranty products.

HOW TO ACCESS THE PORTAL

Now that you have been approved and given your username and password, you can access Epson's Partner portal at any time by visiting www.epsonpartnerportal.com. Enter your username and password and you now have access to Epson's primary resource for resellers and Epson Care Centers. Your level of access is dependent on your company's authorizations, classification, training, account status and personnel access rights.

HOW TO USE THE PORTAL

We have created multiple videos to walk you through the process of placing product orders, service request, and creating reports. As an administrator for your account, you will have additional access to setup additional users for your company. We suggest you begin with the User Administrator tutorial on "How to manage users as a User Administrator in the Epson Partner Portal."

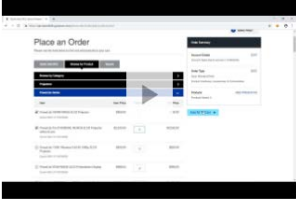
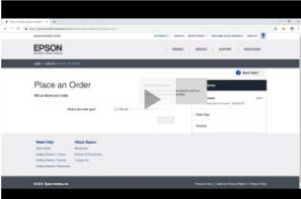
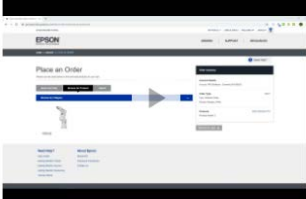
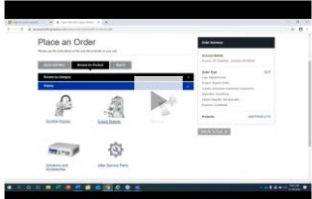
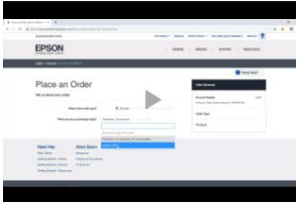


User Administrator Tutorial

How to manage users as a User Administrator in the Epson Partner Portal.

Epson Partner Portal Tutorial Videos

Note: Login to Epson Partner Portal web site before clicking a link or you to the directed to the main screen instead of the selected video.

 <p>Placing an Order</p> <p>How to place a standard order in the Epson Partner Portal.</p>	 <p>Special Pricing Order</p> <p>How to place a special pricing order in the Epson Partner Portal.</p>	 <p>Robot Order</p> <p>How to place a robot order in the Epson Partner Portal.</p>	 <p>Robot Order - en español</p> <p>Como precesar un pedido utilizando Epson Partner Portal.</p>
 <p>Service Parts Order</p> <p>Demonstration of how to place a service parts order in the Epson Partner Portal.</p>	 <p>Creating a Service Event for an In-Warranty Product</p> <p>How to create a service event for an in-warranty product in the Epson Partner Portal.</p>	 <p>Creating a Service Event for an Out-of-Warranty Product</p> <p>How to create a service event for an out-of-warranty product in the Epson Partner Portal.</p>	 <p>Closing A Service Event</p> <p>How to close a service event in the Epson Partner Portal.</p>

SUPPORT Menu (located at the top menu)

Select SUPPORT from the top menu to search for technical information. Your access will be enable for the products you are authorized to service. You can search by product name or by product categories.

The screenshot shows the top navigation bar of the Epson website with the logo 'EPSON EXCEED YOUR VISION' on the left and a menu on the right containing 'ORDERS', 'SERVICE', 'SUPPORT' (highlighted with a red box), and 'RESOURCES'. Below the menu is a 'Need Help?' button with a question mark icon. The main heading is 'Search By Product Name'. Underneath is a search bar with the placeholder text 'Find Support for your Epson Products' and 'Search by...'. The search bar is also highlighted with a red box. To the right of the search bar are 'Search' and 'Reset Search' buttons. Below the search bar is a blue bar with the text 'Browse by Category' and a dropdown arrow. Below this bar are seven product categories, each with an image and a label: 'Printers' (image of a printer), 'Scanners' (image of a scanner), 'Projectors' (image of a projector), 'Wearables' (image of a smartwatch and a fitness band), 'Point of Sale' (image of a POS terminal), 'Robots' (image of a robotic arm), and 'Other Products' (image of a small appliance).

EPSON[®]
EXCEED YOUR VISION

ORDERS | SERVICE | **SUPPORT** | RESOURCES

? Need Help?

Search By Product Name

Find Support for your Epson Products

Search by... Search Reset Search

Browse by Category

Printers Scanners Projectors Wearables Point of Sale

Robots Other Products

DOWNLOADS DOCUMENTS VIDEOS BULLETINS SAFETY DATA SHEETS PARTS (BOM)

DOWNLOADS: Lists drivers, utility programs, and firmware. If you don't see the program, you are looking for, try selecting an older operating system.

DOCUMENTS: Lists user's and service manuals.

VIDEOS: Find tutorial videos such as, set-up and product operation.

BULLETINS: Epson service provider level technical bulletins.

SAFETY DATA SHEETS: Links to the Material Safety Data Sheets. Customers can use the End User Support Portal (Epson.com/Support in USA) and (Epson.ca/support in Canada)

PARTS (BOM): Provides product downloadable Bill of Material and links to product diagrams.

Note: Subsections may vary by product.

Warranty Services

All in-warranty services will require the creation of a service event. Epson will cover the cost of all in warranty parts and the shipping to ensure that your customers receive prompt and efficient repairs in a reasonable time window. Epson currently ships all warranty parts for next business day delivery.

Service events should be created before the repair begins ([Creating a Service Event](#)) (add link Creating a service event for in-warranty product), and closed upon completion of the service. We suggest viewing the tutorial videos before placing an order.

Please see the tutorial video on how to close a service event. [Closing a Service Event](#)

Reports

Click the [Account Statement and Invoices](#) link to learn how to view your invoices and Account Statements in the Epson Partner Portal.

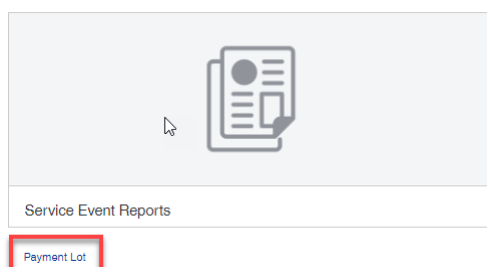
Account Statements and Invoices

The screenshot shows the Epson Partner Portal interface. At the top, there's a navigation bar with 'EPSON PARTNER PORTAL', 'MY PROFILE', 'ENGLISH', 'UNITED STATES', 'WELCOME SALES TRAINING 1', and 'SIGN OUT'. Below this is the 'EPSON EXCEED YOUR VISION' logo and a menu with 'ORDERS', 'SERVICE', 'SUPPORT', and 'RESOURCES'. The main heading is 'Account Statement'. Below it, the account details are: 'Account: Sales Demo Account 1 Change' and 'Region: Epson America Inc.'. To the right, a 'Credit Account Balance Summary' box shows: 'Credit Limit (USD): \$2,500,000.00', 'Balance (USD): \$662,794.31', 'Open Orders (USD): \$106,766.33', and 'Under (USD): \$1,730,439.36'. Below this, it says 'Open Accounts Receivable as of: Jun 03, 2019'. At the bottom, a table titled 'Please select aging bucket below:' shows various aging buckets and their corresponding balances.

Current: 0	1-10 Days	11-30 Days	31-60 Days	61-90 Days	90+ Days	Total Balance
Current: 0 \$0.00 (USD)	Past Due: 0 \$0.00 (USD)	Past Due: 0 \$0.00 (USD)	Past Due: 0 \$0.00 (USD)	Past Due: 2 \$809.05 (USD)	Past Due: 360 \$661,985.26 (USD)	Past Due: 360 \$662,794.31 (USD)

Payment Lots

Payment Lot Summary reports show service reimbursements (warranty payments) for the given search criteria. To access the reports simply, select "Service" from the top menu, select "View Reports", then select Payment Lot.



Payment Lot Summary



Filter: Check In Date Range: Status:

Payment Lot ID Date Status Payment Date Check Number Amount

No records found

- Enter search criterion in the fields shown above.
 1. Enter the payment lot number
 2. Select a check-in date range
 3. Sort by payment lot Status such as, Open, Accepted, Paid and Processing.
 4. Print icon
 5. Click the sort icon to change the sort order.
 - Each Payment Lot number will list the Date it was created, Status, Payment Date, Check number and Amount.
 - Payment lot numbers will link to their corresponding service events.
- Note: Dollar values will be in the currency of your country and do not include applicable taxes.

Training

Every Epson service provider needs to maintain an on-staff, trained and certified technician to retain your authorized service status. Epson service training may be offered on-line, virtual instructor lead, and in-person dependent on the Epson product. Upon successful completion of Epson Service training, technicians will understand the proper way to troubleshoot, repair and service Epson products.

First Steps

Download the Virtual Service Training Registration (VSTR) form from the Epson Partner Portal.

(<https://epsonpartnerportal.com/service-training>) Once the form is filled out, email to Service.Training@ea.epson.com. Our Service training team will respond via email with training options for the products you have requested. To find the VSTR form log into the Epson Partner Portal, under the "Service" click on "Service Training"

Online Courses:

E-Learning courses are the prerequisite for in-person and virtual service training sessions. These courses offer a comprehensive overview of each Epson product and can be completed at your convenience. You will need to complete the assigned courses before attending In-person or virtual service training.

In-Person Training

Epson In-Person training is scheduled at our Toronto (Canada), Indianapolis Indiana, Carson California or Los Alamitos California locations. These hands-on sessions are led by Epson's product training specialist. During In-person training, participants practice new skills through case studies, role-plays and get real-time feedback from trainers. To apply fill out the VSTR form and email to Service.Training@ea.epson.com

Virtual Service Training

Epson offers virtual (Zoom) training led by our Epson Product Training Specialists. This training allows technicians to remain at their service center and participate in the service training remotely live online. Participants will need to meet the following setup prerequisites before attending a virtual service training session.

- Physical Epson Model(s) in your location is functioning and available to train on during class.
- Complete spare set of consumables such as ink and maintenance boxes appropriate to the model.
- External Webcam with tripod and at least 6 feet of USB cable (Mobile) / Go Pro / Cell Phone camera
- Tools (Screw drivers; Philips #2, metric ruler, and others as appropriate by model)
- Network Connection with Internet
- Computer or Laptop (Windows based)
- USB thumb drive (FAT32 format 2gb or larger)
- USB printer cable (For performing adjustments from PC on some models)

Requirements:

Possess general knowledge of electronics.

Two or more years of repair experience or equivalent knowledge.

Ability to read and understand technical documentation and or product diagrams.

Out of Warranty Services

Out of Warranty Repair

Epson offers out of warranty depot repairs at our Plainfield Indiana facility. To request a repair, email the completed [Epson Repair Information Sheet](#), to warranty.service@ea.epson.com. You will receive shipping instructions and an RMA# to mark the outside of the box and to include with the product in the box. The customer/service center is responsible for shipping costs to the Epson repair depot. See Epson Repair Information Sheet for shipping details.

Out of Warranty Parts

As an Epson Customer Care Center, you can order parts through the [Epson Partner Portal](#) to complete repairs for your customers. Applicable parts discounts are applied when the parts order is created on the Epson Partner Portal. The Epson Partner Portal will allow you to check the status of your order and track the shipment of parts. Please see the following video [link](#) on how to place an order for out of warranty service parts.
<https://epsonpartnerportal.com/tutorial-videos#>

Defective or Wrong Parts:

There is a 90-day warranty on all parts shipped directly from Epson. If your replacement part is defective or you received the wrong part, please email (Warranty.Service@ea.epson.com) and include the part number, a problem description, and a photo of the part. After review, Epson will ship a replacement part and email an RMA# for the return of the defective or wrong part.

Printhead Purchase Policy

All Inkjet and Large Format Printer printheads are restricted from purchase through the Epson Partner Portal. All SD and Colorworks printer printheads can be purchased on the Epson Partner Portal. Printhead part numbers and pricing are located on the Epson Partner Portal under “Support” or “Parts and Product Finder”.

To place an order for restricted printheads, use the [Restricted Printhead Order Form](#) located on the Epson Partner Portal and email the completed form to warranty.service@ea.epson.com. To view the full Restricted Printhead Purchase Policy click here: [Restricted Printhead Purchase Policy](#)

Account Categories

The following Requirements are for ECCC (Epson Customer Care Center) only.

Epson requires ECCC locations have a storefront or pick up location to be on Epson's referral system.

ECCC's should have fast repair turnaround times and provide great customer satisfaction. ECCC's should have a customer facing website and be easy to contact.

ECCC needs to maintain a good credit standing. Credit issues may lead to credit card only payments until your account is made current.

All ECCC's are required to create, and close out Service Events using Epson's Partner portal at www.epsonpartnerportal.com. It is important that technicians input necessary repair information detail and promptly close out the Service Events.

FAQ's

How do I create a Service Event?

Please watch the videos, Creating a Service Event for an In-Warranty Product and Creating a Service Event for an Out-of-Warranty Product <https://epsonpartnerportal.com/tutorial-videos> located under the "Need Help" section.

How do I close a Service Event?

After the repair is completed, see Closing a Service Event under <https://epsonpartnerportal.com/tutorial-videos> ("Need Help"). *Important: Closing a service event creates an RMA order to return defective or unused parts. Do not return the parts without an RMA number.

Where can I find technical information?

Select SUPPORT from the top menu and enter the model in search field. See <https://epsonpartnerportal.com/support>

Where can I find the product model for a part number?

In the Epson Partner Portal, select "Service" from the top menu to find which model(s) uses the given part number.

How do I return parts?

Please email (Warranty.Service@ea.epson.com) and include the part number, a problem description, and a photo of the part. After review, Epson will ship a replacement part and email an RMA# for the return of the defective or wrong part.

Where can I view Payment Lots?

To access the reports simply, select "Service" from the top menu, select "View Reports", then select [Payment Lot](#). You can search by date, status or payment lot number. Administrators and Purchasers are able to view payment information in closed Service Event. Search "View Service Event" under Service Menu to find a service Event.

What do I do if Serial number shows out of warranty when it should be in warranty?

The Warranty Exception or Update Check box will be automatically selected. You will need to enter "Reason for Exception" and "Add Proof of Purchase" in the spaces provided. See tutorial on Creating a Service Event for an Out-of-Warranty Product. <https://epsonpartnerportal.com/tutorial-videos>

How do I activate a service plan?

Service plans can be activated on the Epson.com website. (<https://epson.com/product-registration?serviceActivation=true>) From the Service Plan Activation page you can activate service plans as a customer, individual business or a reseller. We have created multiple videos to walk you through the process of activating service plans as a reseller. Please see the tutorial video listing below. For assistance contact [Epson Support](#).

US

Business Customer

- <https://www.youtube.com/watch?v=XyhleWuQZel>

Home Customer

- <https://www.youtube.com/watch?v=-XoCCBp2ROU>

Canada

Business Customer

- <https://www.youtube.com/watch?v=C4sHdl9nhrE>

Home Customer

- https://www.youtube.com/watch?v=uv_4HfVg2uE

How do I find out the Estimated Time of Arrival (ETA) for a back-ordered part?

Send an email to warranty.service@ea.epson.com and we will respond with the part status. You can track shipments in the Epson Portal once the tracking number has been posted.

What do I do if the warranty part arrives, and it is defective?

There is a 90-day warranty on all parts shipped directly from Epson. If your replacement part is defective or you received the wrong part, please email (Warranty.Service@ea.epson.com) and include the part number, a problem description, and a photo of the part. After review, Epson will ship a replacement part and email an RMA# for the return of the defective or wrong part. Troubleshooting with Epson's technical support team may be required.

How do I order a part that is not listed (Restricted Printhead & Sub part number)? (In Place a Service Order)

All Inkjet and Large Format Printer printheads are restricted from purchase through the Epson Partner Portal. All SD and Colorworks printer printheads can be purchased on the Epson Partner Portal. Printhead part numbers and pricing are located on the Epson Partner Portal under "Support" or "Parts and Product Finder".

To place an order for restricted printheads, use the [Restricted Printhead Order Form](#) located on the Epson Partner Portal and email the completed form to warranty.service@ea.epson.com. To view the full Restricted Printhead Purchase Policy click here: [Restricted Printhead Purchase Policy](#)

How do I cancel an order or Service Event?

Only Epson can cancel order or Service Event. There is a limited amount of time to contact Epson before the order ship. If Epson does not cancel in time, you can refuse the order shipment from the courier and it will be returned to sender. To cancel an order, please contact **Parts Warranty Services** at 800.234.1445. Please give them your order number and your account number and request that the order, be cancelled and the reason for the cancelling of the order. Inform your team of the decision to cancel the order.

How do I find out what is happening with my order, like it did not ship, and I want to know why?

From the top menu select "Service" then select "View Service Events". Next click on the event number to view the status. The status box shows shipping information. We suggest viewing the tutorial video on "[How to Create a Service Event](#)".

What do I do if I did not receive the warranty parts return label?

Contact Warranty Services at warranty.service@ea.epson.com and include the service event number and request a return label. They will email replacement.

Call Warranty Services at 800.234.1445 and provide the agent with the service event number and request a replacement shipping label. The agent will assist you with the replacement shipping label.

How do a enroll for training and see current class schedules?

Download the Virtual Service Training Registration (VSTR) form from the Epson Partner Portal. (<https://epsonpartnerportal.com/service-training>) Once the form is filled out, email to Service.Training@ea.epson.com. Our Service training team will respond via email with training options for the products you have requested. To find the VSTR form log into the Epson Partner Portal, under the "Service" click on "Service Training"

What do I do if I do not see the model category listed in the training schedule?

If you require specific training for a non-scheduled product, please send an email to Service.Training@ea.epson.com and request that product training. Our training team will respond with the options available.

How do I find all my previous orders and Service Events?

Select "Service" from the top menu then select "[View Service Events](#)". Or select "Orders" then select "Order History". Next click on the service event or order number to view the status. Add a date range if you are looking for a specific time period.

How do I set up a new user on Epsonpartnerportal.com?

We suggest you view the video tutorial on "[How to manage users as a User Administrator](#)" in the Epson Partner Portal." Only your company's user administrator can add or delete user accounts for your company.

We have lost our admin user. How do I set up a new admin user on Epsonpartnerportal.com?

Please send an email to help@epsonpartnerportal.com. Advise Epson of your request for a new Administrator account. Please include your account name (Company Name) account number, and the name of the new admin along with the main contact representative. We recommend having a backup Administrator. Epson Portal support will create a new admin account.

The part I'm looking for is not available, How do I find the replacement part?

Your company may not be authorized to purchase this part. The part number could be discontinued. If you are unable to find the new part number, please send an email to warranty.service@ea.epson.com.

How do I order a warranty part, when it is not listed?

Please email Epson the service event number, the Epson SKU for the product and the part number not listed. Send an email to warranty.service@ea.epson.com with the subject, request to add part to SKU for warranty order.

What should I do if I receive the message, "You are not authorized to repair this model" (Creating Service Event)?

Please contact service.programs@ea.epson.com with the product serial number, your account number, and your proof of training for the product line. Access is granted on products you are trained and authorized to support.

What do I do if there are issues closing the Service Event or accidentally cancelling repair step?

Send an email to warranty.service@ea.epson.com with the subject, Issue closing the service event. Please include the error message shown on the screen. If you have accidentally cancelled the repair step, we recommend you reorder the same parts by selecting [add repair step](#).

How do I create a Service Event for a repair in the past?

Please create the service event normally except, choose a check in date that reflects the date that the repair started. Also, please make sure you choose the accurate repair times and dates as well as the check out date. Service Events within 90 days are eligible if the serial number is still in warranty. We recommend that you create your Service Event as soon as possible.

Who do I contact to resolve Payment Lot discrepancies?

Please contact Service.Programs@ea.epson.com with the Service Event number and the details of the discrepancy. Please review the Issue and make sure to notify Epson within 90 days.

Glossary

This glossary of terminology will provide you with definitions of significant, common terms that will be used in the Epson Part Portal for placing orders or servicing Epson products.

Service Event - This term is used to reference service or warranty processes in the Epson Partner Portal. This term was also known as a Service Order or Warranty Claim.

Whole Unit Exchange - Process of exchanging an in-warranty product due to a hardware malfunction. Epson will exchange the product. Original product must be returned within 7 business days.

Return for Repair - Process of sending an in-warranty product to the Epson repair depot for repair. This option is for resellers or service centers without a repair technician, or on specific product lines. Not available in Canada.

Warranty Exception - When a warranty product is not updated in the system. Servicer will need to provide verification of a valid warranty. The verification can be a receipt of product purchase, extended warranty purchase, Epson order number or copy of older enrollment warranty card.

ECCC – Epson Customer Care Center referring to the Epson Service Center partner who services Epson Product. ECCC's are trained by Epson and usually receive customer referral from Epson.

SKU- Stock Keeping Unit Epson's inventory tracker unique to all products and accessories. The SKU number is also displayed on the Epson.com website as a model number. Normally a ten-digit number.

UPC- Universal Product Code. Epson's use of the UPC code is for our serial numbers. All products have a unique serial number that identifies each individual product. This is normally found on the back of the product or the bottom of the product. It is this number where the warranty status is identified.

Parts (BOM) - List of service parts called "Bill of Materials". This list of parts is tied to a specific Epson product.

Payment Lot: This term is defining a list of invoices within a defined pay period to be paid out to a servicer for work performed under a contracted agreement. This grouping of invoices can also include payments for returned part orders, service work performed and whole unit exchanges.

Advanced Product Support (APS)- Technical support for Epson Customer Care Centers. To maintain a high level of service and support our APS team is just a phone call away. This team is specifically for our Epson Customer Care Centers. Please refer customers to the end-user support portal.

Our Team

As a global technology leader, we empower our employees and partners to be successful by creating customer value, striving for excellence, and servicing our customers. We prioritize your business so together we can grow and increase profitability.

Meet our Service and Support Team ...

John Heinrichs

Markham, ON

John.Heinrichs@ea.epson.com

Lisa Larmer

Plainfield, IN

Lisa.Larmer@ea.epson.com

James Goudreau

Markham, ON

james.goudreau@ea.epson.com

Epson Account Resource Center

We are here to help and our dedicated team of specialists strives to provide immediate and accurate phone support. The Epson Account Resource Center normal business hours are 7am to 4pm Monday through Friday Pacific time. Using the contact information below you can obtain assistance with Parts, Warranty and Technical support. When calling any of the support numbers please listen to phone menu options for specific product support.

Epson Account Support Services

1-800-234-1445

Option:1 – English Option:2 – French

Parts Warranty Services | Advanced Product Support | Customer Account Services (Direct hardware sales accounts only)

Option- #2 -#1

Option - #2 - #2

Option - #1

Business Ink Jet Printers: 800.306.0036 (Dealer) 866.212.8743 (End User)

Audio Visual Dealer Support: 800.444.1546 option #4

Please note phone options may change without notice.

If your customer needs technical support with their Epson product, they can request assistance via email, chat or phone support. - **End User Support Portal** (Epson.com/Support in USA) and (Epson.ca/support in Canada)

If you are an Epson Customer Care Center and need technical support with a repair, part number, or status of an order, you can contact our Advanced Product Support team via email or phone. **Advanced Product Support.**

If you are a Epson Customer Care Center and you are looking to order parts, check the status of a Service Event, or need to see an exploded diagram of an product; Epson delivers access to this information through the **Epson Partner Portal**.

Advanced Product Support

For escalated Issues or concerns contact our APS Team.

LFP /SD/A3 Printers:

800.234.1445 – See phone options above.

Ricardo Barajas

3131 Katella Ave. | Los Alamitos, CA | 90720

Ricardo.barajas@ea.epson.com

Projectors:

800.444.1546 option #4

David Stadlman

3131 Katella Ave. | Los Alamitos, CA | 90720

David.Stadlman@ea.epson.com

Scanners:

800.444.1546 option #4

Tony Cort

3131 Katella Ave. | Los Alamitos, CA | 90720

Tony.Cort@ea.epson.com

Business Ink Jet:

800.306.0036 - Then listen to the phone menu options.

Eddie Ormonde

3131 Katella Ave. | Los Alamitos, CA | 90720

Eddie.Ormonde@ea.epson.com

The following Requirements are for ECCC (Epson Customer Care Center) only.

- Some ECCC locations will need to have a storefront or pick up location to be on Epson's referral system. This system refers the Epson customers to your center for repair.
- It is important to have good repair turnaround times and Customer satisfaction. We also recommend having a web site available for the customers to interact with.
- ECCC needs to maintain a good credit standing. If there is an issue with your credit it is possible to have all your orders halted until the Epson credit department is satisfied.

All ECCC's are required to provide Epson with a detailed service data which is collected during the closing of the Service Event on Epson's Partner portal at www.epsonpartnerportal.com. It is important that technicians input necessary detail of the repair as possible in the Internal notes section so that Epson's engineers know the issue and are able to prepare for future product.