

Book A Service Call

Booking a service call online is the fastest and preferred way for customers of Country Business Machines to log a service call. You should find the online system very quick and user friendly. Simply follow the steps below to book a service call.

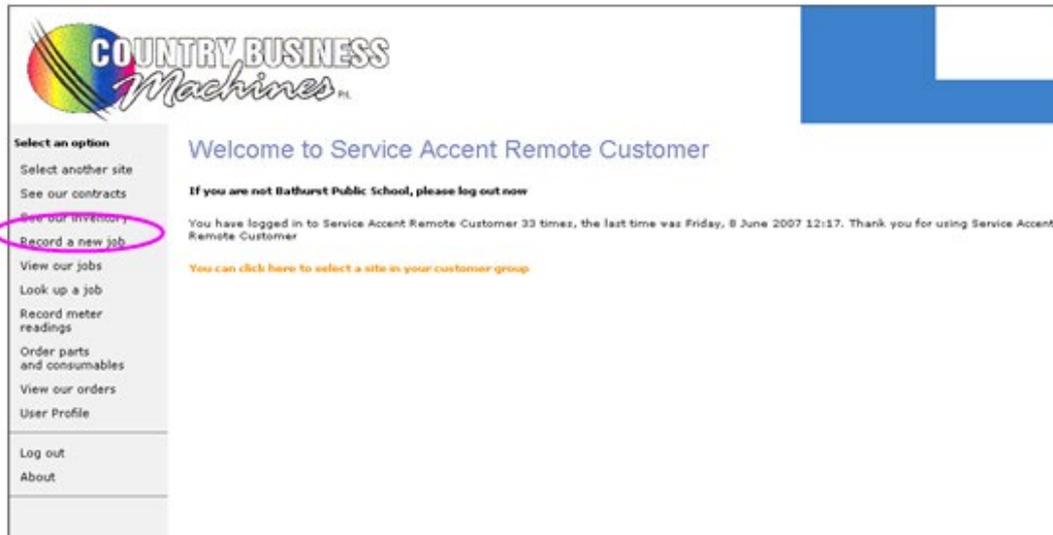
To log a service call

Select the option 'Support and Service' then 'Record a New Service Call' on the left side of our homepage.

Please use your Customer Number and password to login then click 'Log in'



Select 'Record a New Job' on the left side of the monitor



Select 'Next' on the 'Logging a Hardware Fault' screen (Do not enter any details)

Select an option

- Select another site
- See our contracts
- See our inventory
- Record a new job
- View our jobs
- Look up a job
- Record meter readings
- Order parts and consumables
- View our orders
- User Profile

Log out
About

Record a new job

Progress: **equipment criteria** > select item > enter fault details > confirm fault > fault confirmation

Logging a hardware fault

Please select your item via one of the following methods

Enter the serial numbers:

Enter the asset numbers:

Or click "next" to select from a list of your inventory

Please note
 If you want to log a chargeable fault call, please contact us directly
 A hardware fault is logged against an item of your inventory and a field engineer may be required to resolve the fault.

'Select' the machine you wish to enter information about and click the 'Next' button

Progress: equipment criteria > **select item** > enter fault details > confirm fault > fault confirmation

Select inventory item

Please select the item and click **Next** at the bottom

Select	Serial No	Description	Asset No	Location	Site
<input checked="" type="radio"/>	26EN01469	1015 Photocopier			CBM
<input type="radio"/>	40LP03490	7145 COPIER/SCANNER			CBM
<input type="radio"/>	56SP00463	KM7255 Digital Photocopier			CBM
<input type="radio"/>	XSE6Y07984	FS-1030D Laser Printer with Duplex			CBM

 If you can't find the item you want to log the fault against, please call us directly

Select from the drop down box your name

Enter 'Your description of the fault'

Select from the drop down box a fault description which best describes your fault

Click 'Next'

This fault is being logged against a Bizhub 600, serial number 000000000000CBM

Please confirm the following details:
Address line 1: 29-33 Bathurst Road

Address line 2:

Address line 3:

Town: Orange

County: NSW

Post code: 2800

Who are you :

-- Select a contact name --

Additional contact details (eg direct number):

Please specify a direct dial number, e-mail address or name of person we should contact

Your reference number:

Your description of the fault:

Select a fault description which best describes your fault :

Select a fault description

Next

Check all details are correct then select 'Finish'. The next screen gives confirmation that the call has been logged

This fault is being logged against a 1015 Photocopier, serial number 26EN01469

That is all the information we need. Please check these details and then log the job by clicking **Finish** below

Address
George Street

Bathurst
Nsw
2795

Contact
Jennifer Jones

Your reference

Your fault description
kl

Fault description
Error Code (enter code)

Previous Finish

For booking a service call as per the above steps [click here](#) (opens in a separate window).

