TOSHIBA

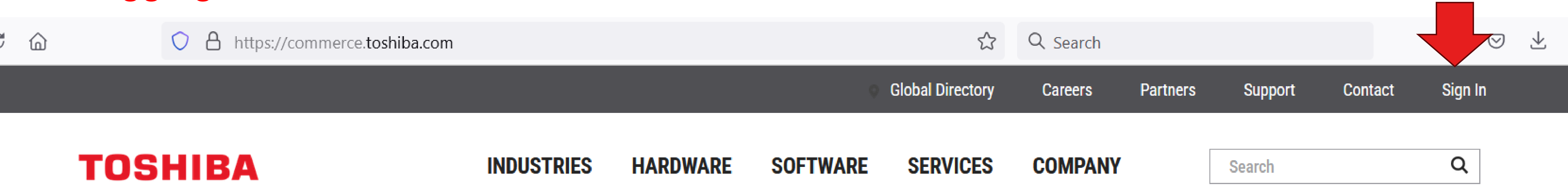
ISUPPORT OVERVIEW GUIDE

Chuck Messina

9/12/24

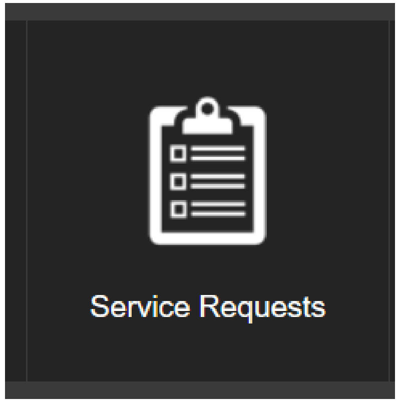
Order of Contents

Logging In



From the web address www.toshibacommerce.com click on Sign In in the upper right corner.

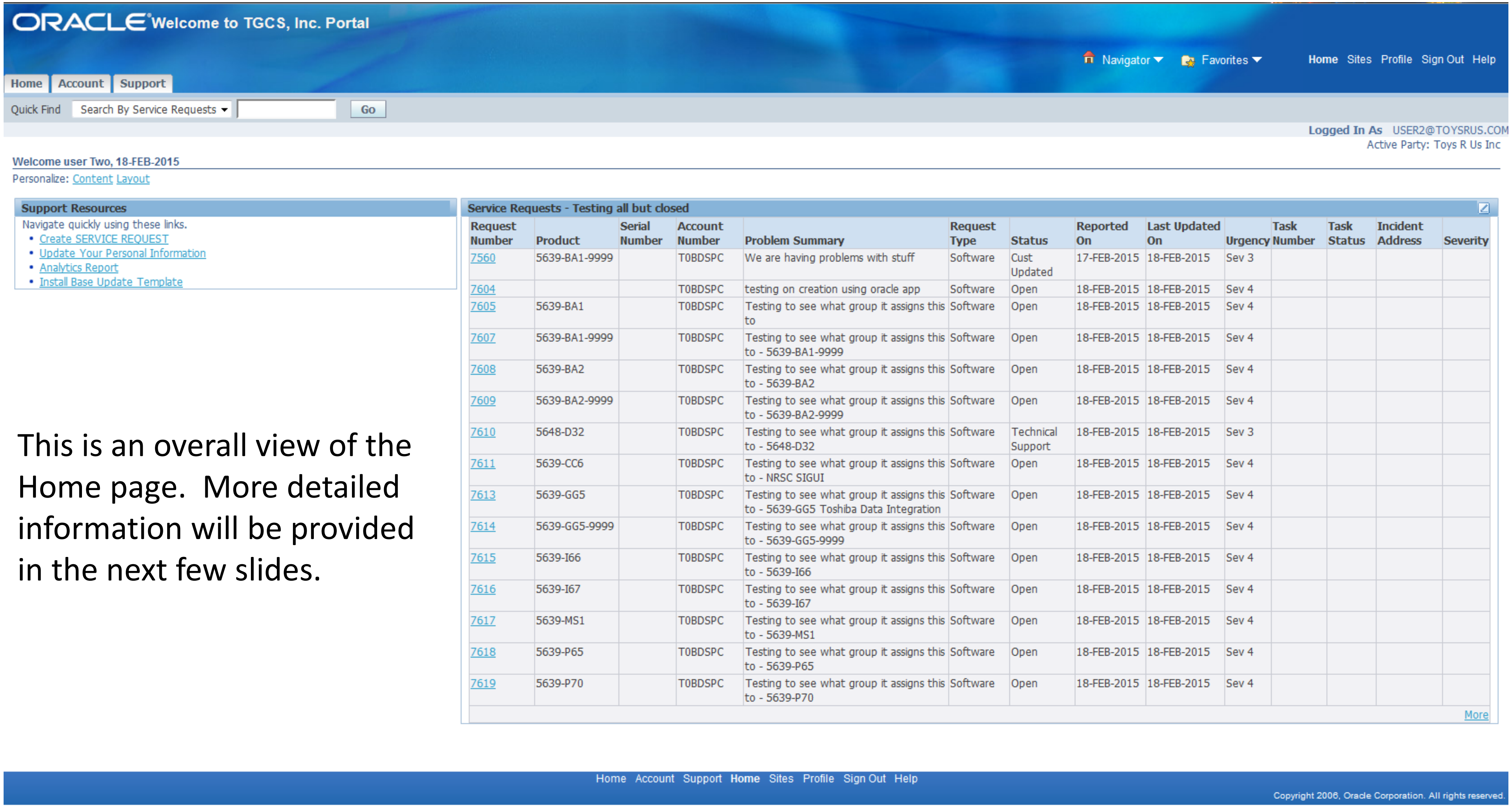
In the carousel near the top of the page select Service Requests



Next, we will walk through “Submit a service request” and in the middle of that task, discuss sharing files.

The web pages may change frequently so if this isn’t your exact experience and you need help, please email Support@Toshibagcs.com

Submit a Service Request will open a new window that looks like this:


ORACLE Welcome to TGCS, Inc. Portal

Navigator Favorites Home Sites Profile Sign Out Help

Home | Account | Support

Quick Find Search By Service Requests Go

Logged In As USER2@TOYSRUS.COM
Active Party: Toys R Us Inc

Welcome user Two, 18-FEB-2015

Personalize: Content Layout

Support Resources

Navigate quickly using these links.

- Create SERVICE REQUEST
- Update Your Personal Information
- Analytics Report
- Install Base Update Template

Service Requests - Testing all but closed

Request Number	Product	Serial Number	Account Number	Problem Summary	Request Type	Status	Reported On	Last Updated On	Urgency	Task Number	Task Status	Incident Address	Severity
7560	5639-BA1-9999		TOBDSPC	We are having problems with stuff	Software	Cust Updated	17-FEB-2015	18-FEB-2015	Sev 3				
7604			TOBDSPC	testing on creation using oracle app	Software	Open	18-FEB-2015	18-FEB-2015	Sev 4				
7605	5639-BA1		TOBDSPC	Testing to see what group it assigns this to	Software	Open	18-FEB-2015	18-FEB-2015	Sev 4				
7607	5639-BA1-9999		TOBDSPC	Testing to see what group it assigns this to - 5639-BA1-9999	Software	Open	18-FEB-2015	18-FEB-2015	Sev 4				
7608	5639-BA2		TOBDSPC	Testing to see what group it assigns this to - 5639-BA2	Software	Open	18-FEB-2015	18-FEB-2015	Sev 4				
7609	5639-BA2-9999		TOBDSPC	Testing to see what group it assigns this to - 5639-BA2-9999	Software	Open	18-FEB-2015	18-FEB-2015	Sev 4				
7610	5648-D32		TOBDSPC	Testing to see what group it assigns this to - 5648-D32	Software	Technical Support	18-FEB-2015	18-FEB-2015	Sev 3				
7611	5639-CC6		TOBDSPC	Testing to see what group it assigns this to - NRSC SIGUI	Software	Open	18-FEB-2015	18-FEB-2015	Sev 4				
7613	5639-GG5		TOBDSPC	Testing to see what group it assigns this to - 5639-GG5 Toshiba Data Integration	Software	Open	18-FEB-2015	18-FEB-2015	Sev 4				
7614	5639-GG5-9999		TOBDSPC	Testing to see what group it assigns this to - 5639-GG5-9999	Software	Open	18-FEB-2015	18-FEB-2015	Sev 4				
7615	5639-I66		TOBDSPC	Testing to see what group it assigns this to - 5639-I66	Software	Open	18-FEB-2015	18-FEB-2015	Sev 4				
7616	5639-I67		TOBDSPC	Testing to see what group it assigns this to - 5639-I67	Software	Open	18-FEB-2015	18-FEB-2015	Sev 4				
7617	5639-MS1		TOBDSPC	Testing to see what group it assigns this to - 5639-MS1	Software	Open	18-FEB-2015	18-FEB-2015	Sev 4				
7618	5639-P65		TOBDSPC	Testing to see what group it assigns this to - 5639-P65	Software	Open	18-FEB-2015	18-FEB-2015	Sev 4				
7619	5639-P70		TOBDSPC	Testing to see what group it assigns this to - 5639-P70	Software	Open	18-FEB-2015	18-FEB-2015	Sev 4				

More

Home Account Support Home Sites Profile Sign Out Help

Copyright 2006, Oracle Corporation. All rights reserved.

This is an overall view of the Home page. More detailed information will be provided in the next few slides.

Service Request will bring up a landing page:

This page has some info on the various types of SRs that you can open.

If you are ready to open or update a Service Request, click the RED banner

A service request (SR) allows customers with an Enterprise ID (EID) to request help from Toshiba. If you don't already have an EID you can request one

Please be aware there are different types of SR:

Hardware	Software	Pre-Sales	General Support
When you require on-site support to fix a hardware problem, either under warranty or using a maintenance agreement.	You have a problem with TGCS licensed/entitled software (ACE, CHEC, TCx Sky, TCx Pay, TCx Amplify, Elevate, Elera, etc)	You have a question about an MES/RPQ, placing an order, or you're in a pre-sales demo situation and need help with a problem.	Everything else (problems with OPOS/JavaPOS, NWD, USB Diagnostics; Windows preload OS issues & recovery images; firmware issues, etc)

Before opening a Service Request, please check the relevant product page, forum, knowledgebase or support guide for latest updates, downloads & troubleshooting tips.

(To speed up opening an SR the link below now creates a new SR directly, and does not go to the SR dashboard)

Open/Edit a Service Request

Access to each community & forum is different from your Enterprise ID, Please email support@toshibagcs.com to request access.

Initial Oracle Isupport page

Home Account Support Switch Party

Quick Find Search By Service Requests **Go**

Create Service Request

You can start creating a service request by selecting a request type or by using one of your saved service request templates.

Select Request Type

To help us resolve your problem efficiently, please select the correct request type.

Hardware Warranty/Maintenance

Hardware
Onsite Hardware Support/Self Service - Break Fix/Depot/Advanced Exchange/FRU

Software, Pre-Sale and General

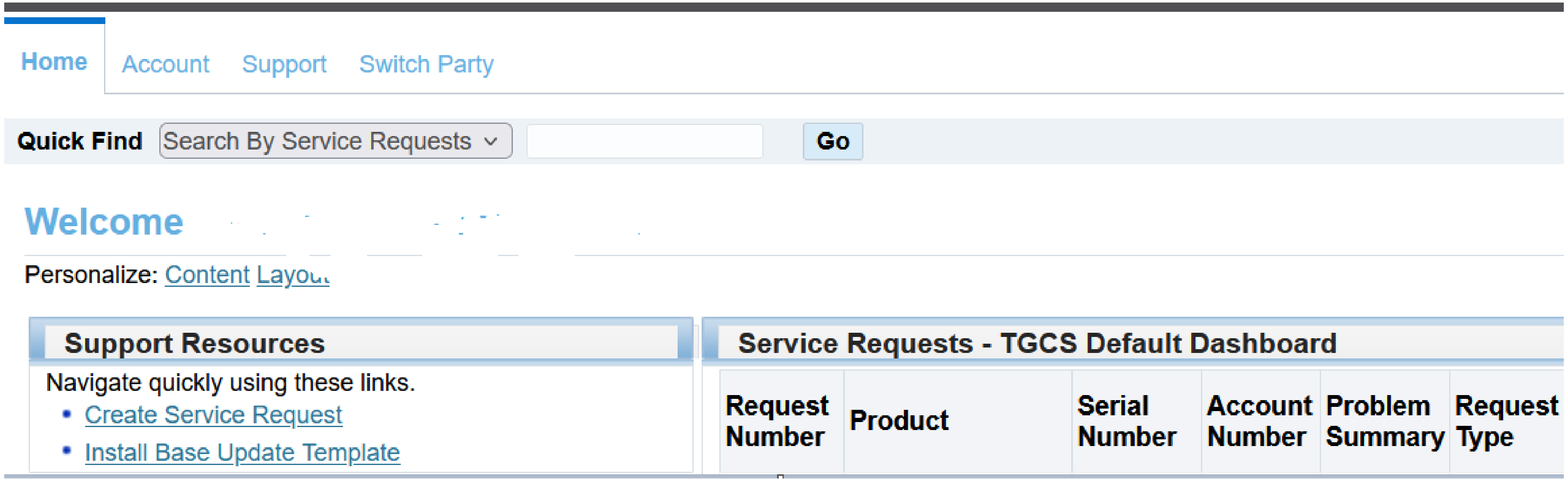
Software
Software Support for ELERA, Applications, and SKY issues

Pre-Sales Support
Techline / Pre-Sale Support

General Support
System Unit, POS Drivers, Windows OS Preloads, [redacted]

Due to Oracle Latency, we send you first to this page to avoid a delay. You can open an SR from here, or you can put the existing service request number in the Quick Find field to access it directly.
If you want to go to the SR list, click Home or Support. We are aware of the delay when presenting the list. Unfortunately, Oracle cannot provide a resolution to this issue. If the delay is greater than 3 minutes, we might be able to alter your selection to reduce the delay, email Support @Toshibagcs.com for assistance

Home



On this page, after the delay, you will see a list of SRs that you can update. (Closed SRs cannot be updated, only viewed). You can also click the Create Service Request to begin a new SR.

Home

Click on a Request Number to view or modify the SR

Click to change the options for the display of the SRs

Service Requests - ALL

Request Number	Product	Serial Number	Account Number	Problem Summary	Request Type	Status	Reported On	Last Updated On	Task Number	Task Status	Incident Address	Severity
7560	5639-BA1-9999		T0BDSPC	We are having problems with stuff	Software	Cust Updated	17-FEB-2015	18-FEB-2015				
7604			T0BDSPC	testing on creation using oracle app	Software	Open	18-FEB-2015	18-FEB-2015				
7605	5639-BA1		T0BDSPC	Testing to see what group it assigns this to	Software	Open	18-FEB-2015	18-FEB-2015				
7607	5639-BA1-9999		T0BDSPC	Testing to see what group it assigns this to - 5639-BA1-9999	Software	Open	18-FEB-2015	18-FEB-2015				
7608	5639-BA2		T0BDSPC	Testing to see what group it assigns this to - 5639-BA2	Software	Open	18-FEB-2015	18-FEB-2015				
7609	5639-BA2-9999		T0BDSPC	Testing to see what group it assigns this to - 5639-BA2-9999	Software	Open	18-FEB-2015	18-FEB-2015				
7610	5648-D32		T0BDSPC	Testing to see what group it assigns this to - 5648-D32	Software	Technical Support	18-FEB-2015	18-FEB-2015				
7611	5639-CC6		T0BDSPC	Testing to see what group it assigns this to - NRSC SIGUI	Software	Open	18-FEB-2015	18-FEB-2015				
7612	5639-CC8		T0BDSPC	Testing to see what group it assigns this to - NRSC SCS Custom Support	Software	Closed	18-FEB-2015	18-FEB-2015				
7613	5639-GG5		T0BDSPC	Testing to see what group it assigns this to - 5639-GG5 Toshiba Data Integration	Software	Open	18-FEB-2015	18-FEB-2015				
7614	5639-GG5-9999		T0BDSPC	Testing to see what group it assigns this to - 5639-GG5-9999	Software	Open	18-FEB-2015	18-FEB-2015				
7615	5639-I66		T0BDSPC	Testing to see what group it assigns this to - 5639-I66	Software	Open	18-FEB-2015	18-FEB-2015				
7616	5639-I67		T0BDSPC	Testing to see what group it assigns this to - 5639-I67	Software	Open	18-FEB-2015	18-FEB-2015				
7617	5639-MS1		T0BDSPC	Testing to see what group it assigns this to - 5639-MS1	Software	Open	18-FEB-2015	18-FEB-2015				
7618	5639-P65		T0BDSPC	Testing to see what group it assigns this to - 5639-P65	Software	Open	18-FEB-2015	18-FEB-2015				

More

Create Service Request

Home Account Support Switch Party

Quick Find Search By Service Requests **Go**

Create Service Request

You can start creating a service request by selecting a request type or by using one of your saved service request templates.

Select Request Type

To help us resolve your problem efficiently, please select the correct request type.

Hardware Warranty/Maintenance

Hardware
Onsite Hardware Support/Self Service - Break Fix/Depot/Advanced Exchange/FRU

Software, Pre-Sale and General

Software
Software Support for ELERA, Applications, and SKY issues

Pre-Sales Support
Techline / Pre-Sale Support

General Support
System Unit, POS Drivers, Windows OS Preloads, [redacted]

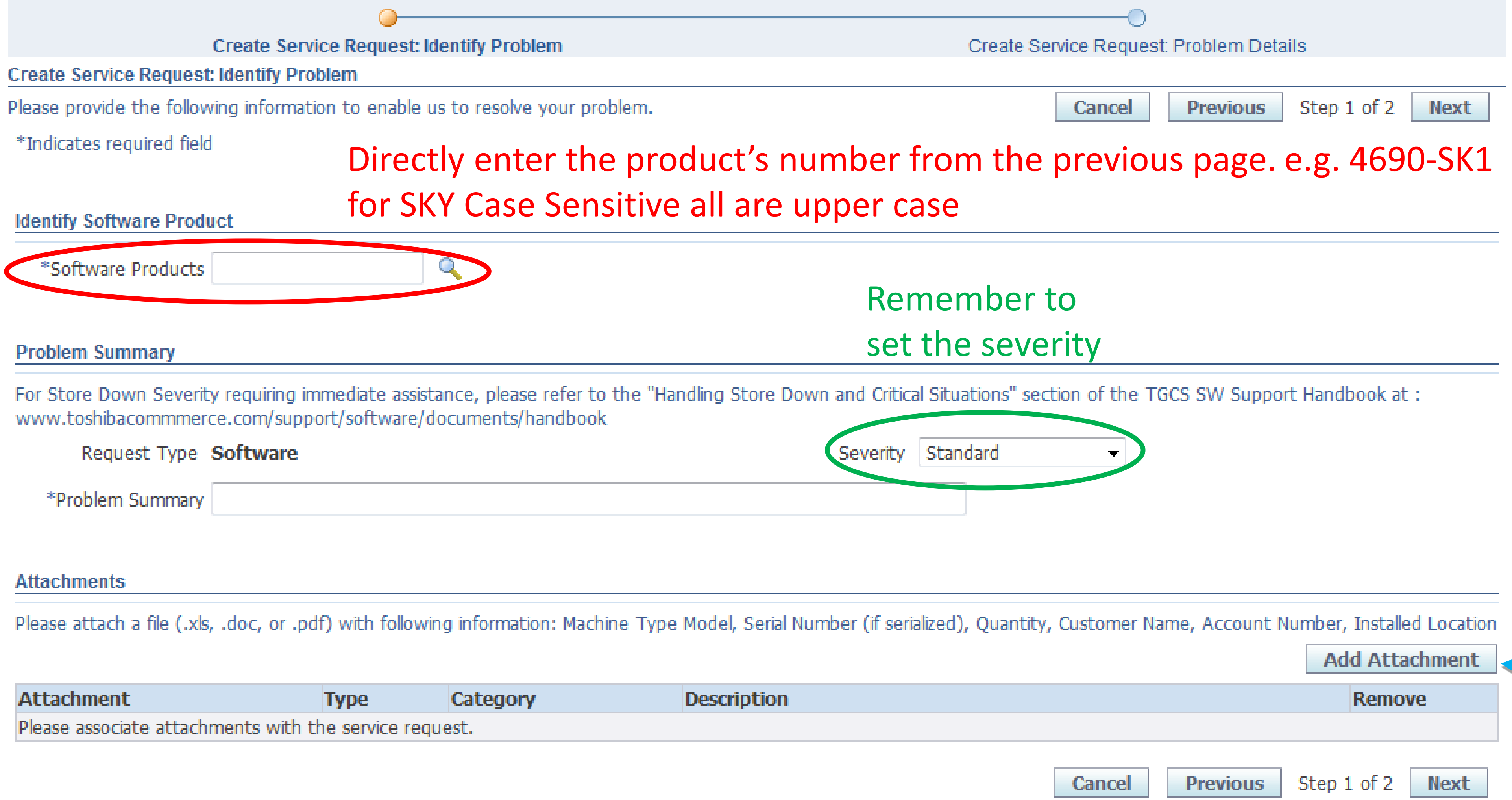
Select the type of service request that needs to be created. Most customers will use Hardware for field service or Software for any issues with our software

Create Service Request – Products to use

4690-SK1 4690 SKY V1
7501-BA1 SurePOS Ace V8
7501-BA2   SurePOS Ace EPS V8
5648-D32   NRSC ACE
5639-HA1 Store Integrator V4
5639-CC6   NRSC SIGUI
7701-Z01 CHEC V7 Enterprise BOSS
7701-N94   CHEC V7 - Backoffice
7701-P01   CHEC V7 - Client
5639-TR8   NRSC CHEC
5639-J21 Data Integration(DIF)V3
5639-TR9   NRSC DIF
7202-EP2 Elevate Platform SWMA
7202-WP2 Elevate WebPOS
7201-MO3 Elevate MOM
7202-DU1 Elevate Dual Use Lane
7201-ELN   NRSC Toshiba TCx Elevate
7101-PAY TCxPay Store
7101-HST TCxPay Host
5639-TK0 Program Loyalty & Mgmt(Vector)
5639-MS1 TCxAmplify

5639-TK1   NRSC Mobile Shopper
5799-HRL Support for SLEPOS 11
5639-TK4 RMA V3
7305-RM1   REMS Ret Ent Mgmt Srvc
7305-RS2   RSMP V2.1
7305-CF1   Cloud Forwarder
5696-192 CBASIC V3 Compiler
5648-A86 RCO Retail Connectivity Option
7201-RT1 Elera returns
7201-NG2 Elera product
7211-NG1 Elera Services
7201-PR2 Elera Produce Recognition
7201-PAY Elera PAY
7201-PA1 Elera Pay Client Cloud
7201-LP1 Elera Loss Prevention
7201-PA2 Elera Pay Cloud hosted
7201-SE1 Elera Pay Enablement Kit
7201-SE2 Elera Pay Enablement Client Application
7201-AM1 Toshiba ELERA Associate Mobile V1
7201-ES2 Toshiba ELERA Self Service V1
7201-MO4 ELERA Mobile Ops Manager V2

Create Service Request



Directly enter the product's number from the previous page. e.g. 4690-SK1 for SKY Case Sensitive all are upper case

Remember to set the severity

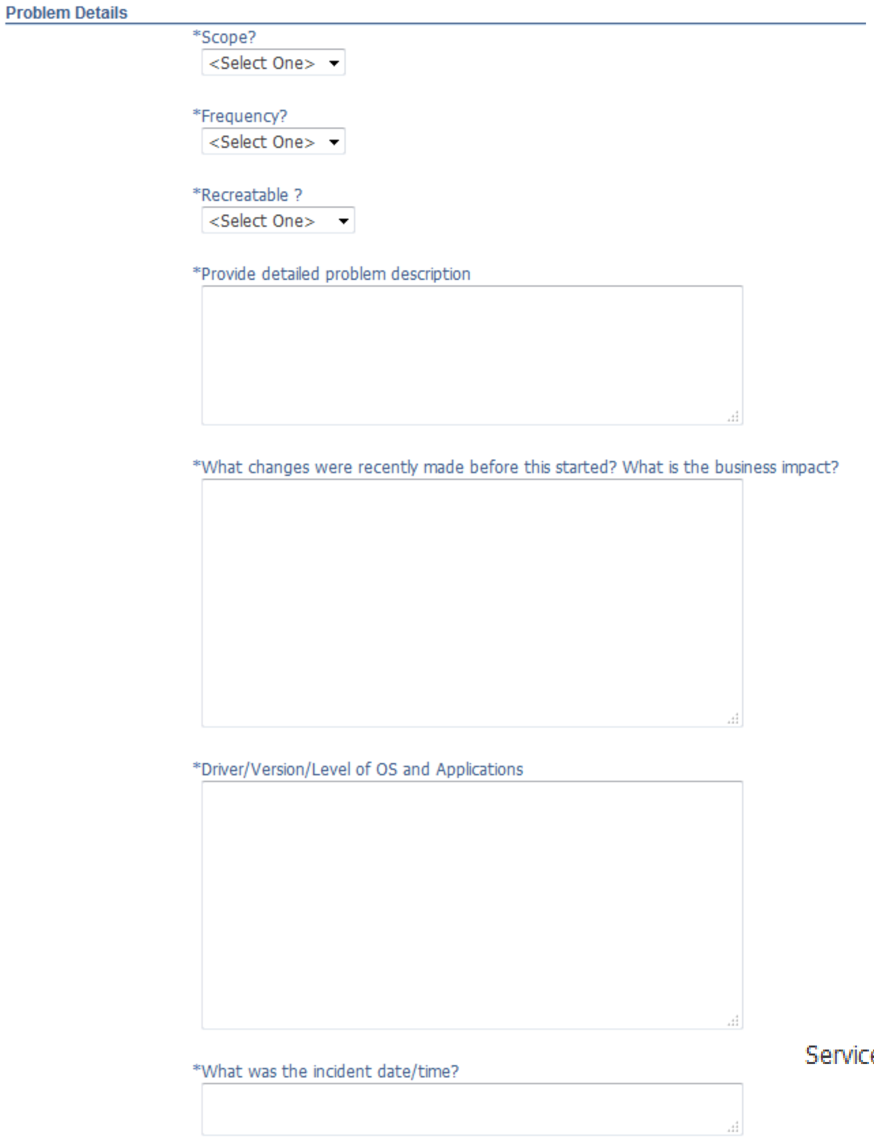
Don't forget to add necessary attachments! If you need to provide large attachments (greater than 500MB), see slide 32.

This is the Software Service Request Page. When the information on this page is complete, click next.

Items marked with an asterisk (*) are required.

TOSHIBA

Create Service Request



Continue filling out the required information.

Remember the more detail put into the SR the less likely a technical support specialist will request additional information which results in the SR being resolved in less time.

When everything has been filled everything, find a Submit button in either the top right or bottom right of the page. The SR will not be sent until the Submit button is clicked.

It is especially important to know the Software Version being used in order to resolve the matter.

When the process has been completed and the Submit button has been clicked a message similar to the one below will be displayed.

Service Request 7659 has been created. You can make updates to the service request and also review the updates by the service organization.

Viewing Existing SRs

Service Request: 7560 - We are having problems with stuff

Click Update to save any changes.

Cancel | Update

Request Number **7560**
Problem Summary **We are having problems with stuff**
Severity **Standard**
Description **SurePOS ACE V7 R4 AIG / AIR KIT**
Account Number

Status **Cust Updated**

Product **5639-BA1-9999**
Customer **Toys R Us Inc**
Contact **user one**

Overview | Contacts

Preferred Language **American English**
Service Agreement

Time Zone **Eastern Time**

General Information

Reported On **17-FEB-2015 09:14:58**
Created By **user one**

Last Updated On **18-FEB-2015 12:23:18**
Closed Date

Attachments

Please attach a file (.xls, .doc, or .pdf) with following information: Machine Type Model, Serial Number (if serialized), Quantity, Customer Name, Account Number, Installed Location

Add Attachment

Attachment	Type	Category	Description	View Attachment
ITEMS.xlsx	File	Miscellaneous		
ADXEEECF.DAT	File	Miscellaneous		

Progress

Expand Collapse

Creation Date	Updated By
18-FEB-2015 12:23:18	Messina, Charles
We are going to close this SR now due to customer request	
18-FEB-2015 12:20:58	user Two
Let's shut this puppy down	
18-FEB-2015 12:18:47	Messina, Charles
Added Attachment ITEMS.xlsx	
18-FEB-2015 10:58:40	user Two
Status changes from "Open" to "Cust Updated".	
18-FEB-2015 10:58:30	user Two
Added Attachment ADXEEECF.DAT	
18-FEB-2015 08:02:25	Messina, Charles

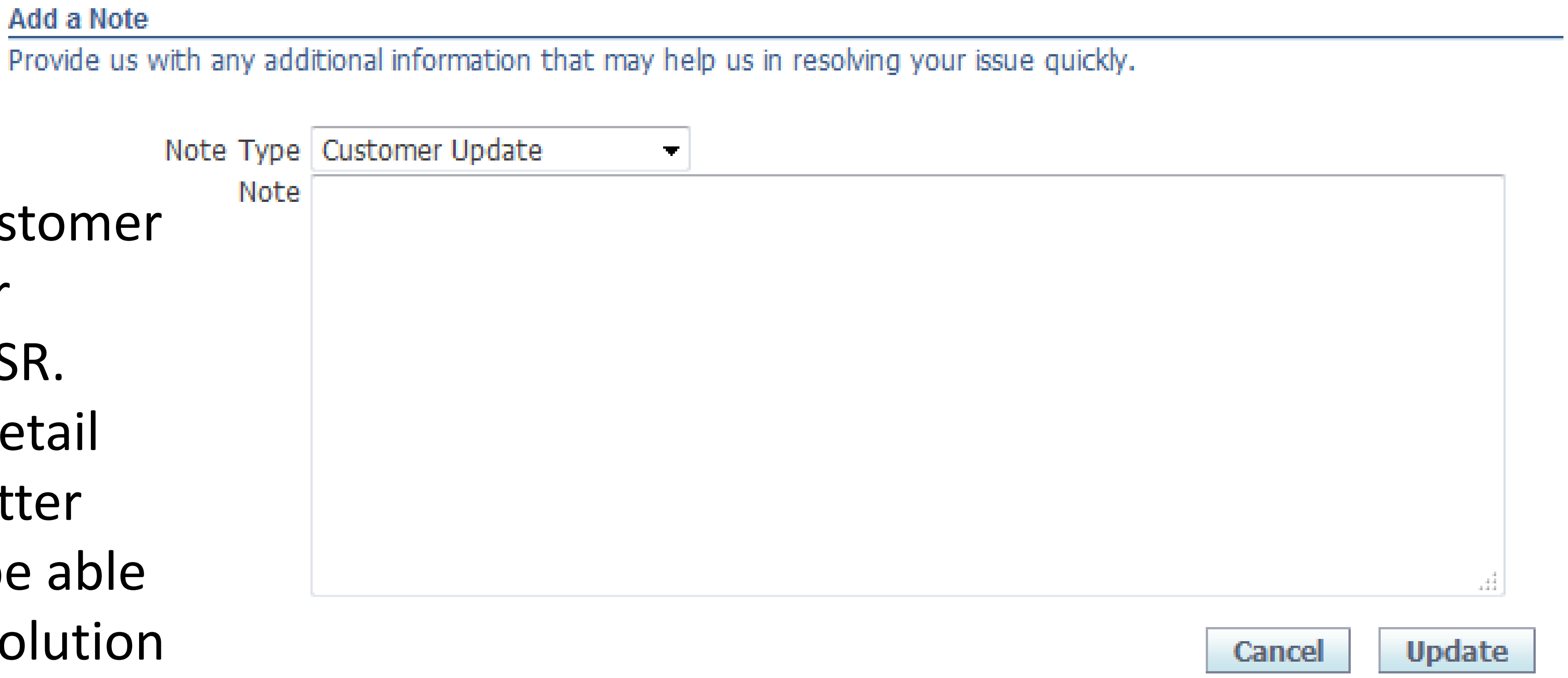
Here is a screenshot of an existing SR. We will go over each section in the next few slides.

TOSHIBA

Viewing Existing SRs

- The first section is details about the SR which include a summary of the problem, the current status of the SR, which product the SR was created for, etc.
- The second section contains general information such as when the problem was reported and by whom. When the SR was last updated and what date is was closed.
- The third section would contain all attachments to the SR both from the customer and from Toshiba. If additional attachments are needed, this is where they would be added.
- The fourth section displays the progress of the SR. This will contain comments and updates from the customer and Toshiba.

Viewing Existing SRs



The section at the very bottom is where the customer would put in updates or requests regarding the SR. Once again, the more detail that is provided, the better Technical Support will be able to assist in finding a resolution to the problem.

It is very important to remember to click one of the two Update buttons found in the top right and bottom right of the page.
If this is not done, the SR will remain unchanged.

TOSHIBA

Viewing Existing SRs

There are different Note Types the customer may submit.

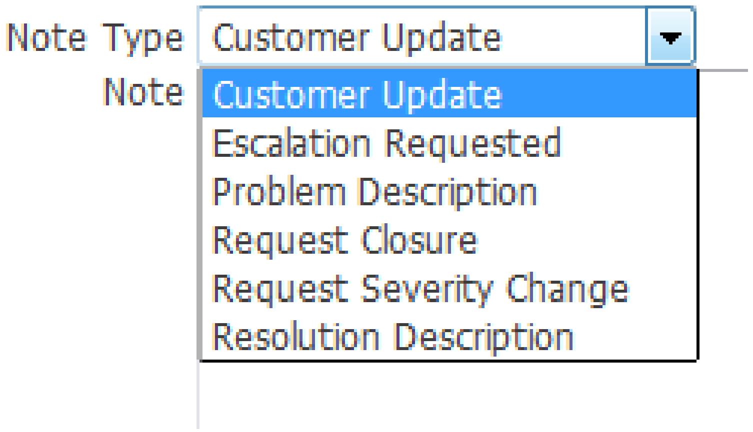
•Customer Update – Default, for sending in general information requested from technical support

•Escalation Request –to request management review the SR. An explanation would be expected to accompany the request.

•Request Closure – to request the SR be closed

- If the customer resolved the issue on their end, please provide a detailed description of what was done. Technical Support will request this information in not provided in such an instance.

•Request Severity Change – to request that the severity be level be changed. An explanation would be expected to accompany the request.



Creating New SR Views

A view is the display layout of the SRs

A new view can be created by:

1.Clicking on the Edit View button in the top left corner of the view on the Home page

Service Requests - ALL

Request Number	Product	Serial Number	Account Number	Problem Summary	Request Type	Status	Reported On	Last Updated On	Task Number	Task Status	Incident Address	Severity
7614	5639-GG5-9999		T0BDSPC	Testing to see what group it assigns this to - 5639-GG5-9999	Software	Customer	18-FEB-2015	19-FEB-2015				
7659	5639-BA1		T0BDSPC	creating how to guide	Software	Closed	18-FEB-2015	19-FEB-2015				

Edit Service Requests Content

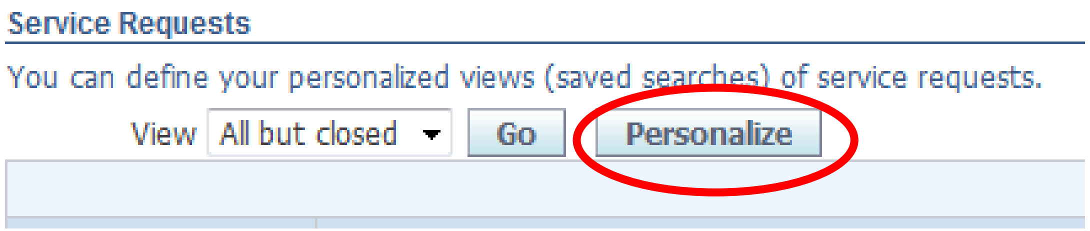
a) This will open the Edit Service Requests Content page

b) Next click on Create View

Views ALL Create View Edit View

Creating New SR Views

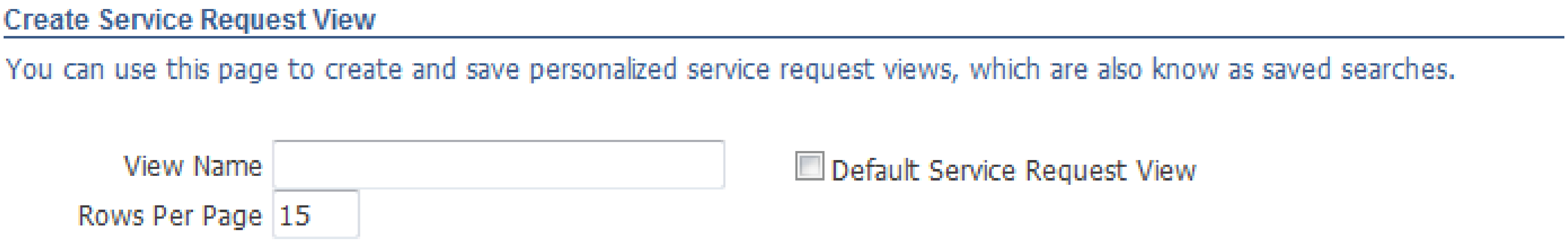
2. From the Support Page click on the Personalize Button
   a) This will open the page with a list of all existing views



   b) On the Personalize Service Request Views page click either of the Create View buttons on the right side

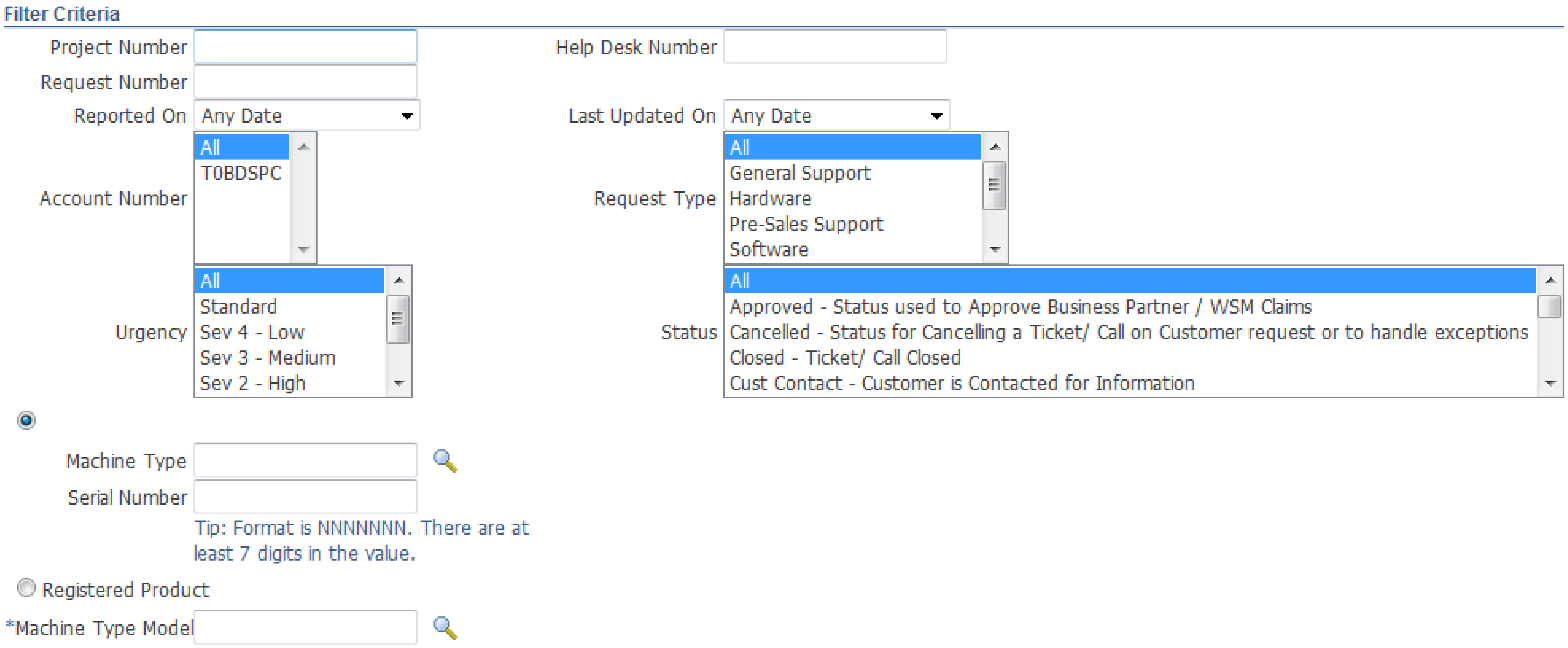
Be aware if your selection will return a large number of SRs this will cause longer delays when searching.

Creating New SR Views



Each view MUST have a unique name. The number of rows displayed on each page may also be modified. Any view may also be set as the default view. This will be the view displayed on the Home page every time the user logs in.

Creating New SR Views



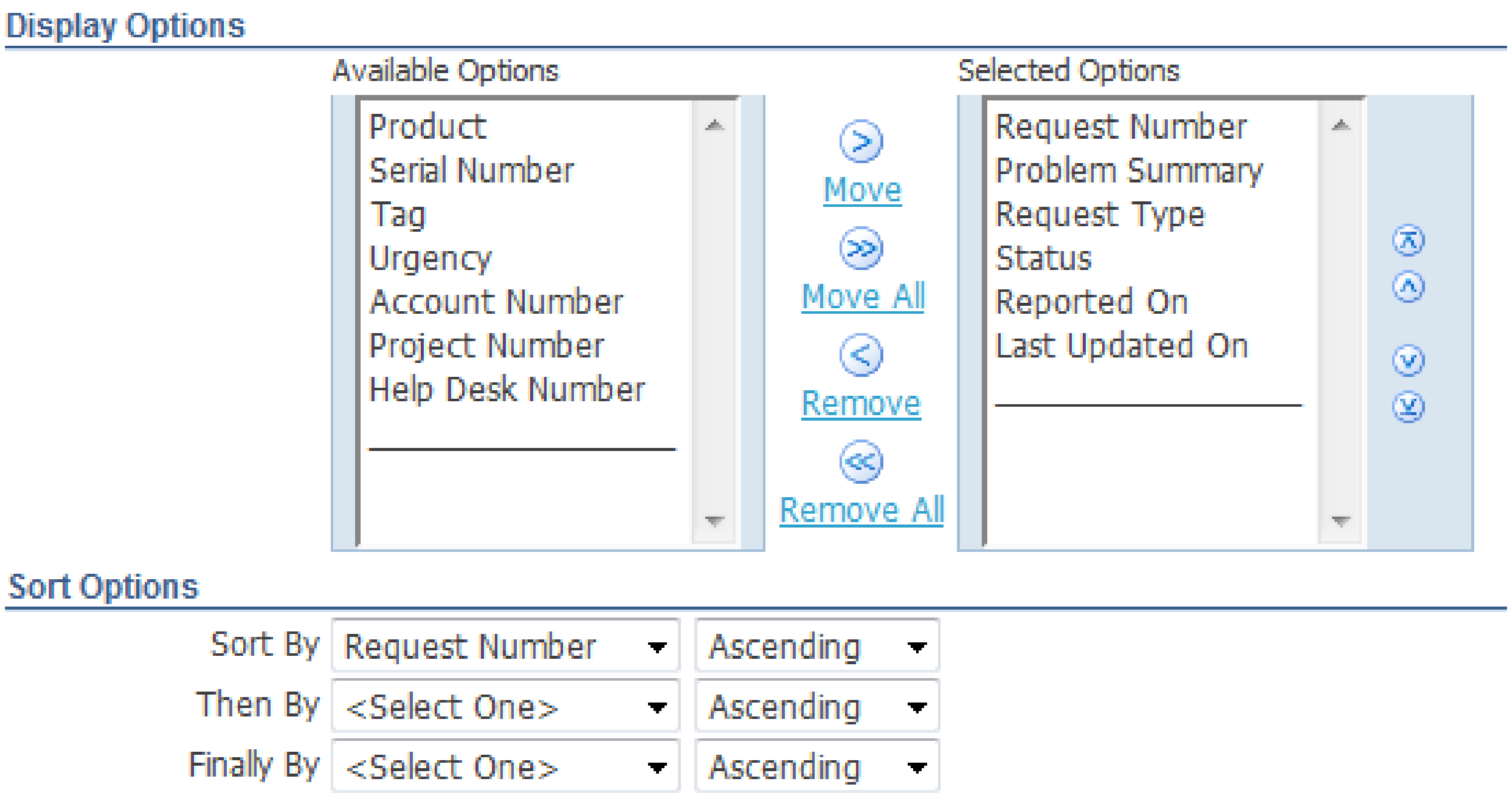
Filter Criteria

Project Number
Help Desk Number
Request Number
Reported On: Any Date
Last Updated On: Any Date
Account Number: All, T0BDSPC
Request Type: All, General Support, Hardware, Pre-Sales Support, Software
Urgency: All, Standard, Sev 4 - Low, Sev 3 - Medium, Sev 2 - High
Status: All, Approved - Status used to Approve Business Partner / WSM Claims, Cancelled - Status for Cancelling a Ticket/ Call on Customer request or to handle exceptions, Closed - Ticket/ Call Closed, Cust Contact - Customer is Contacted for Information
Machine Type
Serial Number
Tip: Format is NNNNNNN. There are at least 7 digits in the value.
Registered Product
*Machine Type Model

The criteria for the view can be customized for the needs of the user. Multiple items may be chosen from list by holding either Shift or Ctrl while selecting the desired items for the view.
For Machine Type, use * to indicate "ALL"

Creating New SR Views

In addition to what is displayed in a given view, how the view is displayed may be modified for the needs of the user. The user may add or remove columns from the view as well as have the view sorted by up to three specified columns.



Recommended SR Views

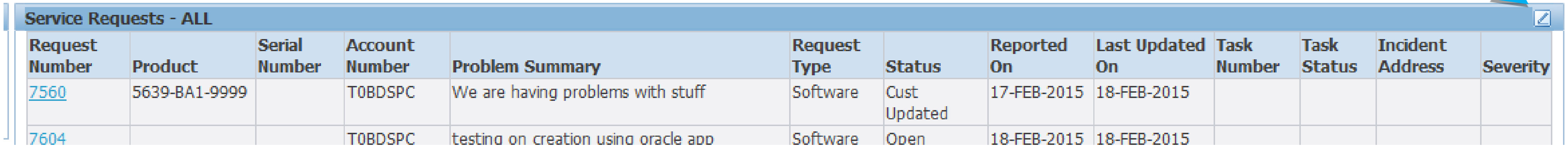
There are 4 views recommended for creation and how to create them

1. ALL – This will display all the SRs in the system for the customer
   a) In the Status Section – Only Select "All"
2. All Closed – This will display all the closed SRs
   1. In the Status section – Only Select "Closed"
3. All Customer – This will display only the SRs that are waiting for action from the customer
   a) In the Status Section – Only Select "Customer"
4. All Not Closed – This will display all the SRs that are in any state except closed
   a) In the Status section - Select the first option below "All"
   b) Scroll to the bottom of the list – While holding Shift select the very last item
   c) Scroll back up and locate "Closed"
   d) Hold Ctrl and select "Closed – This will remove "Closed" from the status criteria

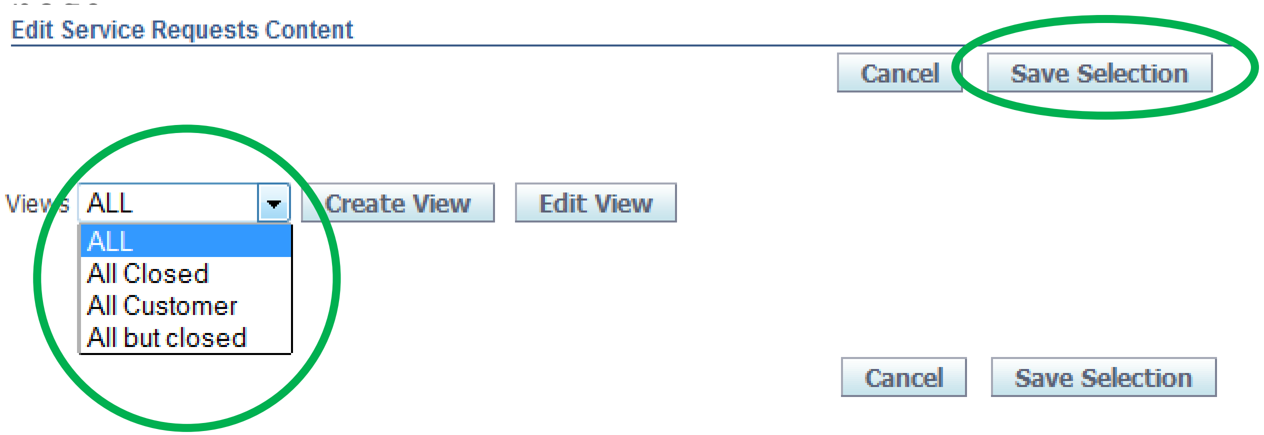
Changing SR Views

Click to change the options for the display of the SRs

From the Home Page



A new page will open that allows the selection if the view to be displayed on the Home

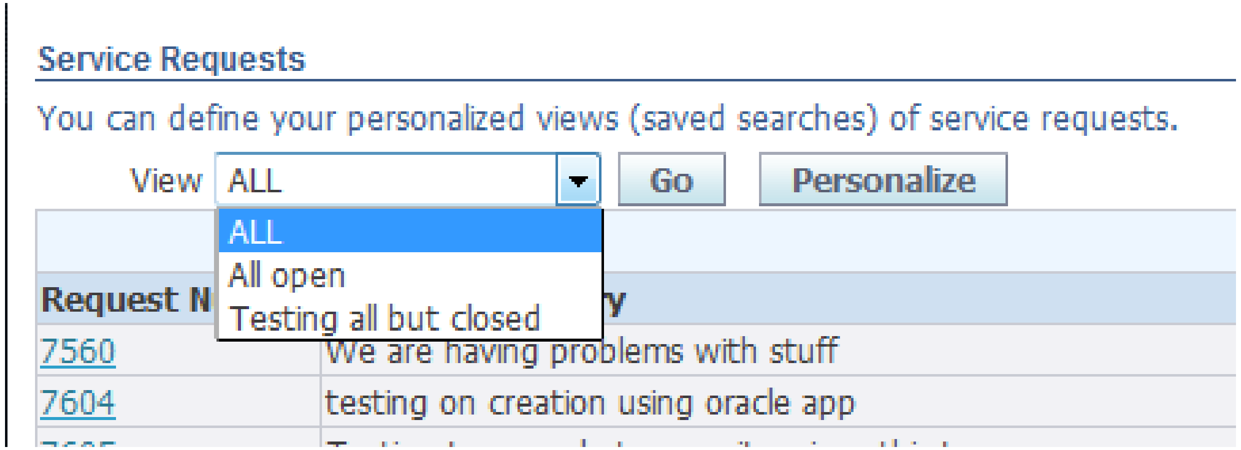


Select the View to be displayed from the dropdown and click Save Selection on the right side of the page

The options to create new views or modify existing ones may also be chosen from this page

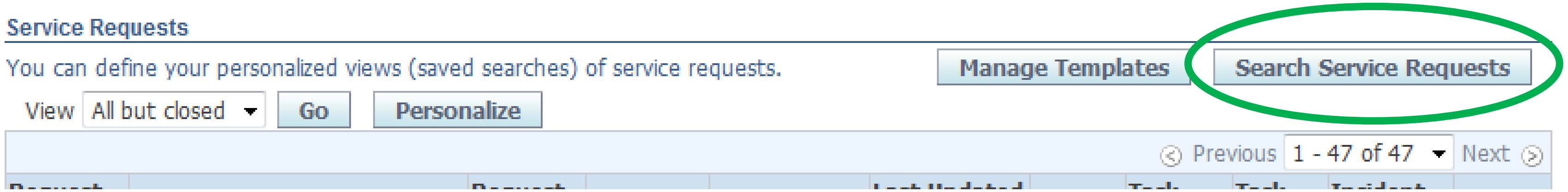
Changing SR Views

From the Support Page



On the Support page there is a dropdown list of the available views. Select the view desired and click Go.

The view can be modified temporarily by clicking Search Service Requests on the Support page. This will alter which SRs are displayed in the list but will not create a view to be reused.



TOSHIBA

Modifying SR Views

The view of the list displaying the SRs can be modified by

1.Clicking on the edit button in the top right corner of the list on the Home page

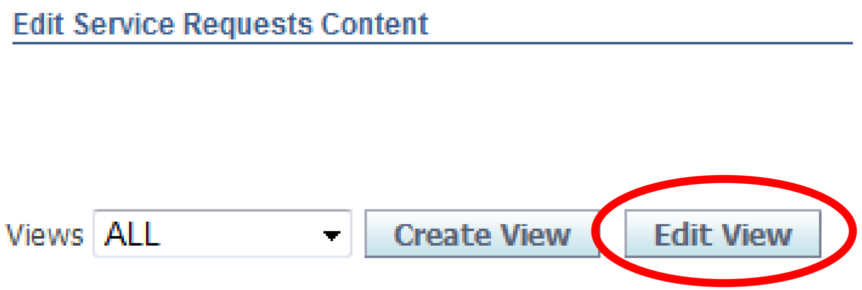
Service Requests - ALL

Request Number	Product	Serial Number	Account Number	Problem Summary	Request Type	Status	Reported On	Last Updated On	Task Number	Task Status	Incident Address	Severity
7614	5639-GG5-9999		T0BDSPC	Testing to see what group it assigns this to - 5639-GG5-9999	Software	Customer	18-FEB-2015	19-FEB-2015				
7659	5639-BA1		T0BDSPC	creating how to guide	Software	Closed	18-FEB-2015	19-FEB-2015				

a) This will open the Edit Service Requests Content page

b) Find the view to be edited in the dropdown and click Edit View

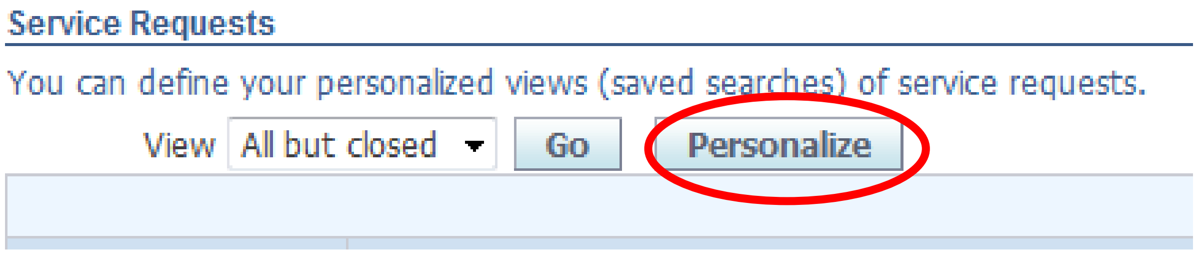
c) If no views exist one will need to be created



TOSHIBA

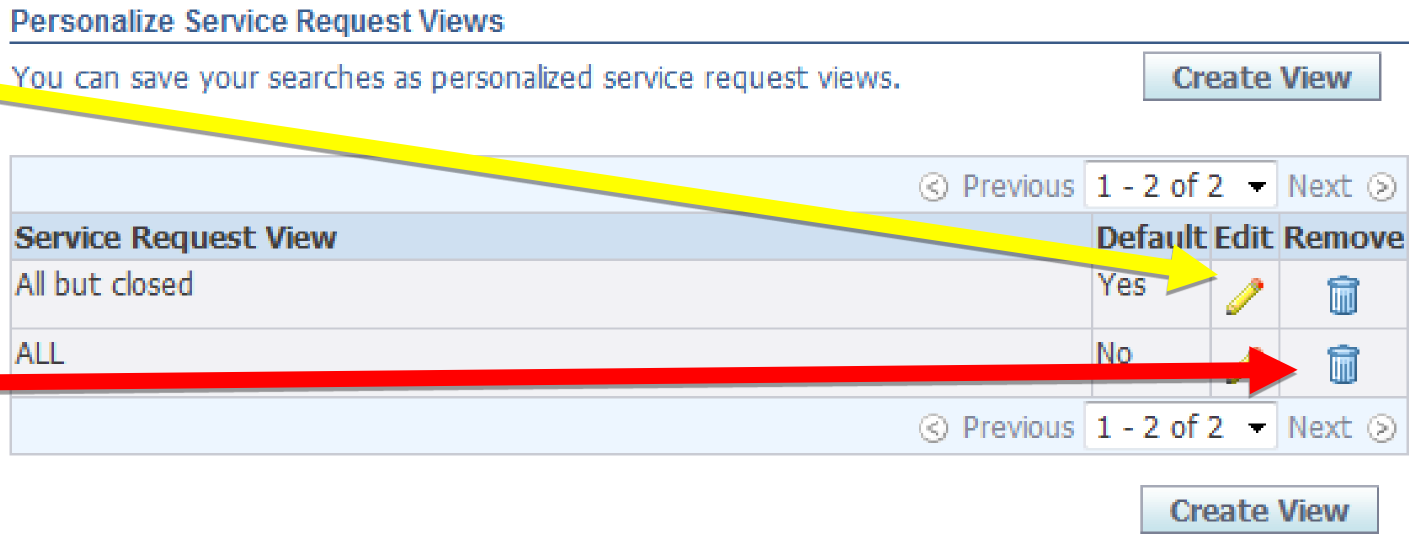
Modifying SR Views

2. From the Support Page click on the Personalize Button
   a) This will open the page with a list of all existing views



   b) On the next page find the view to be modified in the list and click on the edit icon (pencil) in the same row

   c) The views may also be deleted from this page by clicking on the remove icon (trash can)

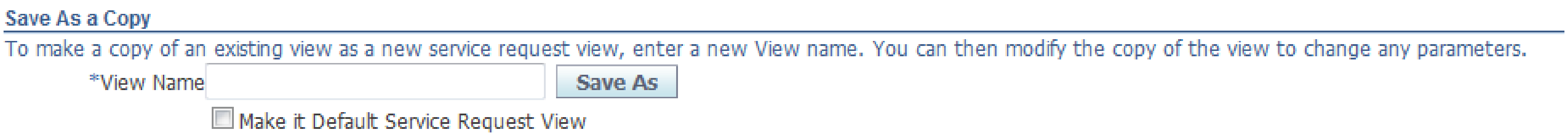


Modifying SR Views

All of the same settings that were able to be selected when creating a view are used when modifying a view.

The option to copy an existing view can be done while modifying a view.

This option is found at the very bottom of the Update Service Request View page.

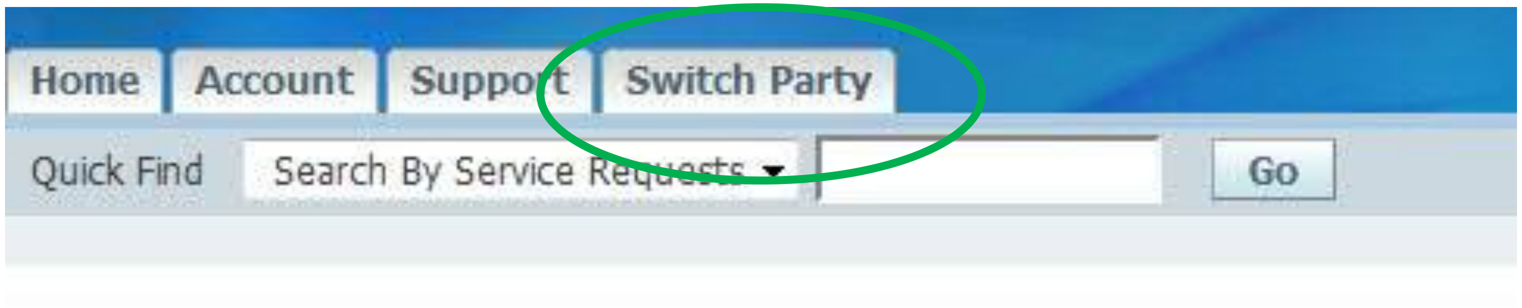


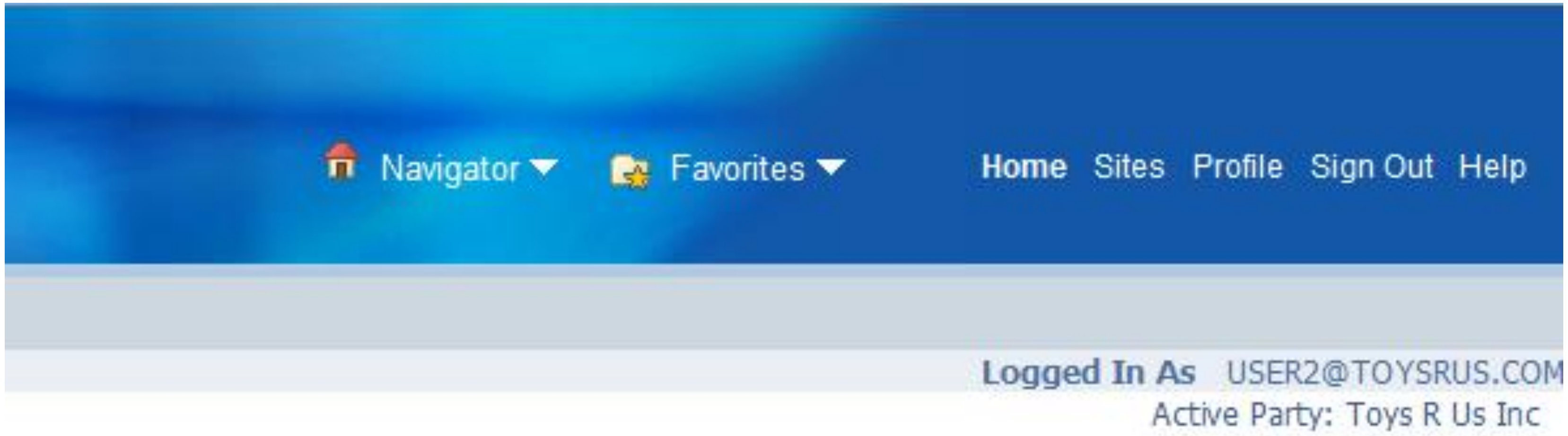
When the view has been created it must be saved. This is done by clicking the Update or Update and Search buttons found in the top right and bottom right corners of the page.

•The button displayed will depend on the path taken to get to the list modification page

Business Partners

The screen for a Business Partner will look slightly different from a direct customer. They will have an additional tab labeled "Switch Party." This allows that business partners to switch between different customers.





The Active Party shows which customer you currently have selected

Business Partners

Select which customer you need

You must click here of the change will not take affect

TOSHIBA

Attachments

- Please make sure that you add a text update when you add attachments so that we know why the SR has been brought to our queue.
- **Also note that if you add an attachment and don’t hit update, the attachment will be lost.**

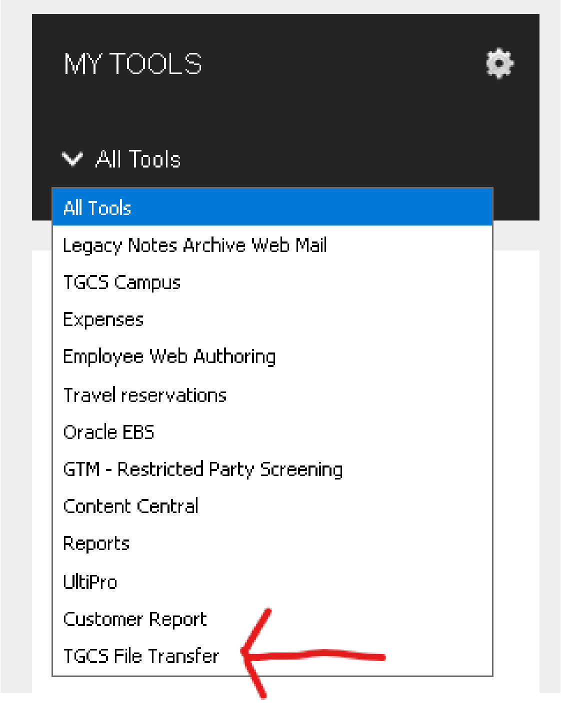
- iSupport does offer the ability to Add Attachments.
- The size limitation may be a challenge for some tickets. Our recommendation is to Add Attachments within iSupport up to 999 MB.

- For attachments greater than 999MB, we have set up an alternative for you to using IBM Aspera or ECM
- The next few slides provide guidance on getting to the tool for attachments and making us aware that you did put attachments in Aspera

- NOTE: This requires that you have already submitted your Service Request so you have a number.

Adding files to Aspera

If you have access you should see TGCS File Transfer, if you don't see this choice, email Support@toshibagcs.com to get access.



TOSHIBA

Adding files to Aspera

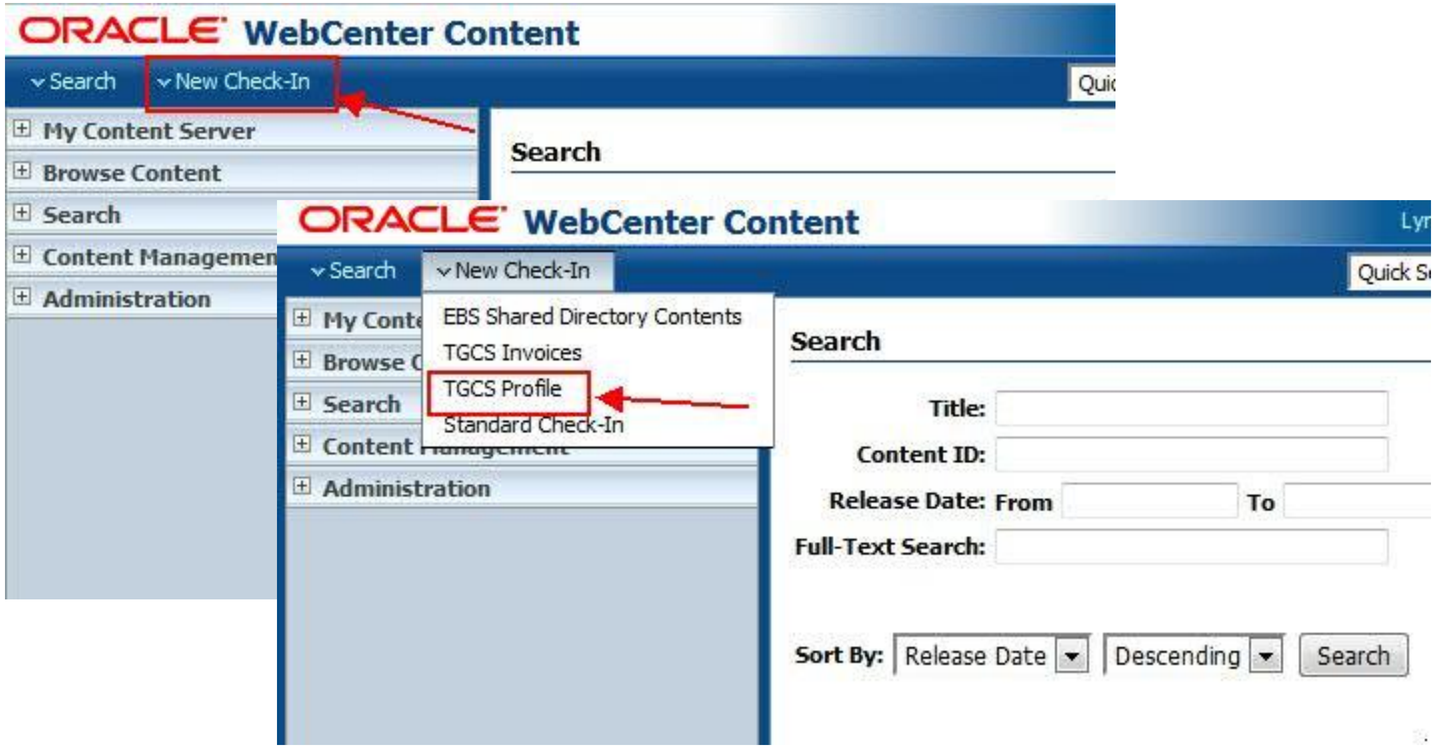
Make sure you have popups allowed for our website.
You will need to install the Aspera browser add on and Aspera Connect. These will be prompted when you access the TGCS File Transfer selection to take you to Aspera.

When adding files, please make sure you name the file or folder with the SR number in its name.

Add an update to the SR with the folder or file name you used in Aspera.

Adding Attachments – Getting to Content Central

- Insure that you are signed into our portal. Open a new tab and point to:
- **https://tgcs04.toshibacommerce.com/cs/idcplg?IdcService=FLD_BROWSE&path=%2fParties**
- You will be placed in your company's folder.
- Select inbox, then service requests.
- From here you can **add content** or create a folder for this specific SR.
- Please either name the files with the SR number in it or create a folder for each SR.



Adding Attachments into Content Central

1) Add new content item
2) Load your file by clicking Browse and selecting it.
3) Scroll all the way to the bottom
4) Check in.