



General Information

Welcome to Systel's e-info service. The e-info service provides our customers the ability to manage their equipment online. Through the webpage provided, you can accomplish a number of equipment management tasks. You can do any of the following:

- Obtain pertinent account information
- View service information
- View equipment information
- Place service calls online
- View meter information
- Input meter readings
- Place orders online
- View order information

Each area of e-automate has its own tile on the homepage. You access all tasks from the area's tile.

You must have Microsoft® Internet Explorer® 9.0 or newer, Firefox® 17 or newer, or Chrome 23 or newer to open e-info.

Quick Tips & Shortcuts

Logging In

To login, do the following:

1. From a browser, Go to www.systemloa.com and click on the E-Info Access Portal.
2. In the **User** field, enter the email address used to set-up web access.
3. In the **Password** field, enter the password provided to you. This is a case-sensitive field.
4. Click [**Login**] to enter the Customer Home Page.

Logging In (Multiple Locations)

If your company has multiple locations, you can be signed in under one login and switch locations to place service calls, and view and order supplies for equipment for any location registered under the master account.

With e-info you have the ability to give a user access to more than one location. That user will have the ability to perform equipment management tasks, for which they have rights, for the locations to which they have access. For example, if given the proper rights, you can place orders for multiple company locations.

If given the proper rights, a user may also login as the Master location. Logging in as the Master Location allows the user to perform activities in the **Service, Equipment, and Meters** areas of e-info for all your company's child locations. To give a user the ability to log in to more than one location, please email support@systemloa.com.

To login to a different location, do the following:

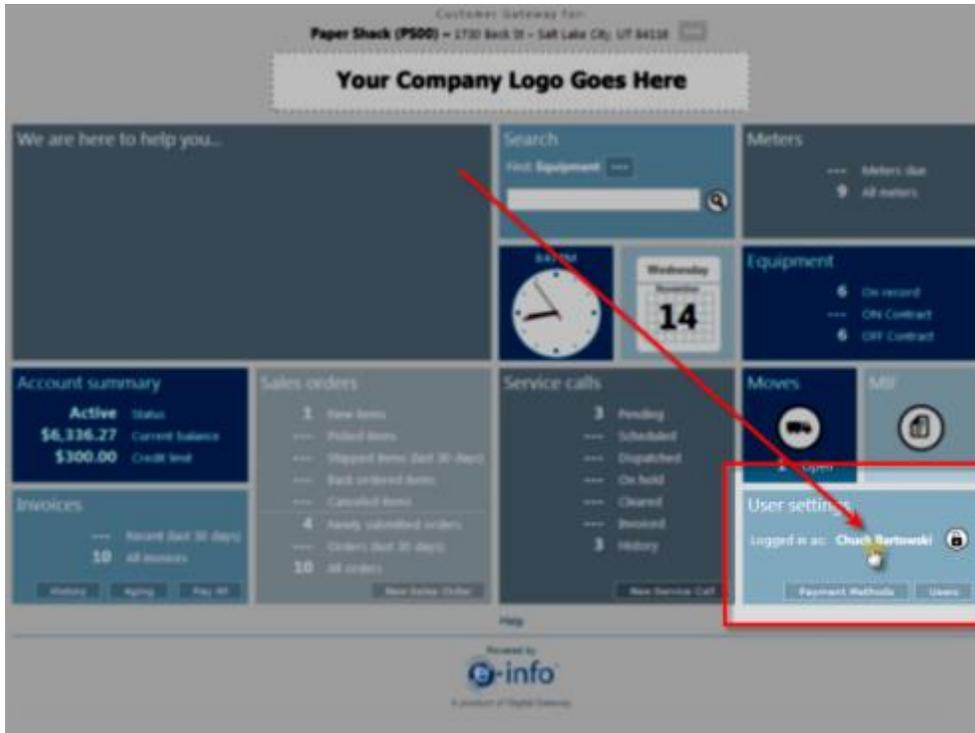
1. Click [**Login**]. You will be redirected to the **Switch Location** page.



2. Select the location to which you want access. A green checkmark displays in the box to the left of the location and you are automatically redirected to the selected customer's e-info homepage.
3. You can switch locations at any time from the customer's e-info homepage by clicking [...] located at the top of the page to the right of the company name and address.

Editing Your Profile

You can edit your profile via the **User settings** tile in the bottom right corner of the customer homepage.



To edit your profile, do the following:

1. From the e-info customer homepage locate the **User settings** tile.
2. Click on your name. The **User Profile** page displays.

Cancel Save

— User Profile —

Contact information

First name:

Last name:

Email:

Phone number:

Address

Address:

City:

State:

Zip:

Password

Change password

Help

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3. Make the necessary changes in the **Contact information** region.
4. Make the necessary changes in the **Address** region.
5. If you want to change your password, do the following.
 - a. In the **Password** region, check the **Change password** checkbox to display the password fields.

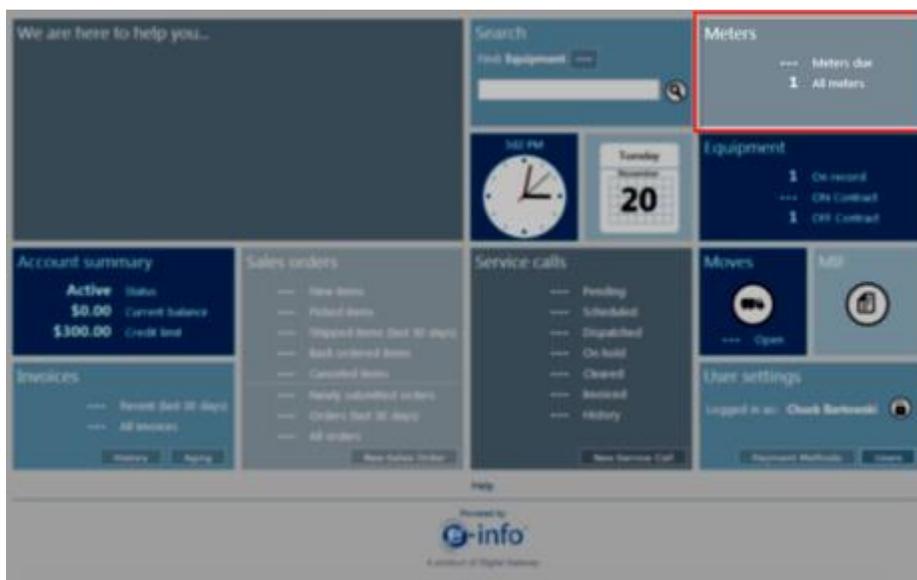
- b. In the **Current password** field, enter your current password.
 - c. In the **New password** field, enter the password you want for logging in to e-info.
 - d. In the **Confirm password** field, reenter the password you entered in the **New password** field.
6. Click [**Save**]. You will be redirected back the e-info home page.

Meters

The Meters area is where you find meter information for all equipment you have on record in our e-automate database as well as entering meter readings. The Meters area is accessed from the e-info homepage through the Meters tile.

From the Meters tile you can:

- View a list of meters that are due
- View a list of all meters



Entering Meter Readings

You may enter new meter readings through the Meters tile. To enter meter readings, do the following.

1. From the **Meters** tile, click on one of the following.
 - Meters due:** Displays only those equipment that have meters due and the equipment's previous meter information.

All meters: Displays all your equipment with your meter reading information.

Note: If you want to locate a specific meter you may do so through the **Search** tile. See the **Searching for Meters** subtopic under the **Meters** topic.

The **Meter Reading** page displays.

The screenshot shows the 'Meter Reading' page with two equipment entries. At the top, there are icons for Cancel, Save, and Print. The page title is '— Meter Reading —'. Each entry is divided into 'Equipment' and 'Contact/Location' sections. The first entry is for a Sharp TX190 Copier (EQ10014) at Paper Shack Store #3. The second entry is for a Canon CO335 Copier (EQ10048) at Paper Shack (P500). Both entries show a 'Meter reading' section with a date selector set to 11/30/2012 and a table of meter readings. The table has columns for Last Reading Date, Last Reading, Meter Type, New Reading, Status, and Meter Validation Message. Both entries show a status of 'Not currently due' and a message of 'No action required.' The page is powered by e-info, a product of Digital Gateway.

Last Reading Date	Last Reading	Meter Type	New Reading	Status	Meter Validation Message
7/15/1999	27,496	B/W	<input type="text"/>	Not currently due	

Last Reading Date	Last Reading	Meter Type	New Reading	Status	Meter Validation Message
1/4/2012	100	B/W	<input type="text"/>	Not currently due	

2. Locate the equipment for which you want to enter a reading.
3. The meter reading date defaults to the current day. If you want to change the meter date click the [...] button next to the **Meter reading date** and select the desired date.
4. In the **New Reading** column, enter the new meter reading.



5. Click [**Save**].

E-info will automatically validate the meter reading and display the validation status in the **Meter Validation Message** column.

6. If you want to perform other tasks pertaining to the equipment listed on the **Meter Reading** page, click on the equipment number.
7. Otherwise click [**Save**] to save the meter reading you entered and to be redirected to the e-info homepage.

Equipment

From the Equipment summary area you can view all your equipment information, as well as perform a variety of equipment related tasks. From the Equipment summary area you can enter meter readings, enter service calls, and order supplies for your machines. To locate the equipment you can choose from a list of equipment that are on record, a list of equipment that are currently on a contract, and a list of equipment that are not under a contract. You may also locate a specific piece of equipment by using the Search function. See the **Searching for Equipment** subtopic under the **Search** topic for more information.

Placing Service Calls

Through the equipment area you have the ability to enter a service call for any of your equipment. To place a supply order, do the following.

1. Locate the equipment for which you want to place a service call by doing one of the following.

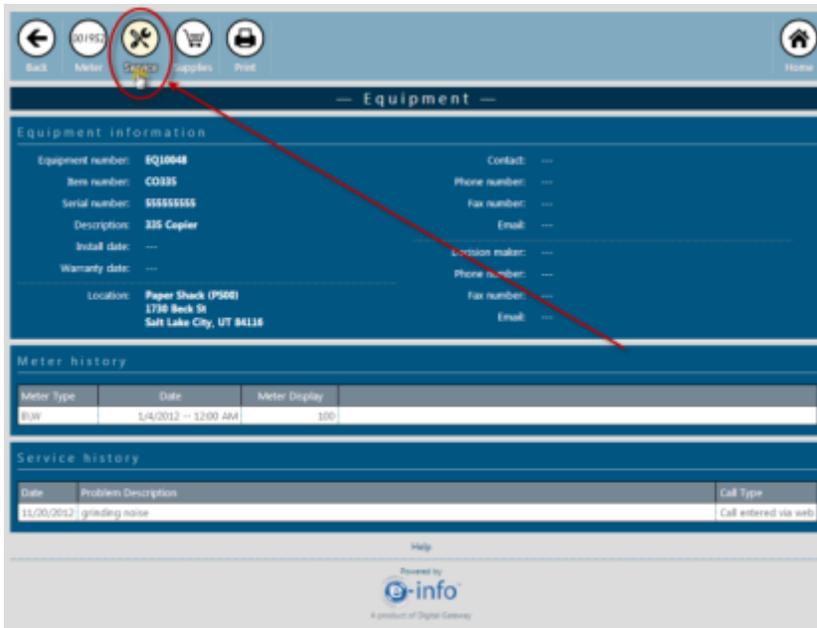
- From the Equipment tile click on one of the following.
 - On record:** Displays all your equipment we have on record in our e-automate database.
 - ON contract:** Displays a list of all equipment you have on contract in our e-automate database.
 - OFF contract:** Displays a list of all your equipment that is not currently on contract.
- Use the Search function to locate a specific piece of equipment. See the **Searching for Service Calls** subtopic under the **Search** topic below for more information.

2. The **Equipment** page opens displaying the list of equipment.



3. Click the equipment number of the equipment for which you want to enter a service call.

The **Equipment information** page displays.



4. Click [**Service**]. The **New Service Call** page displays.

Cancel Save

— New Service Call —

Identify the equipment that requires service

This IS an equipment existing in the system
 This is NOT an equipment existing in the system

Equipment: EQ10048 [...] 333 Copier 55555555

Equipment contact: Paper Shack (P500)
1730 Beck St
Salt Lake City, UT 84116

Enter customer PO number (optional)

Name: Davster Morgan
Email: dmorgan@example.com
Phone: 555-555-5555

Customer PO number:

Enter a description of the problem you are experiencing with the equipment

Description:

Cancel Save

Help

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5. The Equipment you selected displays in the **Equipment** field. You may change the equipment by click the [...] button to the right of the equipment.
6. In the **Enter customer PO number (optional)** region, enter the customer PO number in the **Customer PO number** field. If the customer is required to have a PO on the customer record in e-automate, the PO number will also be required in e-info.
7. In the **Enter a description of the problem you are experiencing with the equipment** region, enter a description of the issue in the **Description** field.

8. Click [**Save**] to add the call and return to the **Service Calls** window.

Entering Meter Readings

To enter meter readings for your equipment, do the following:

1. Locate the equipment for which you want to enter meters by doing one of the following.
 - From the Equipment tile click on one of the following.
 - On record:** Displays all your equipment we have on record in our e-automate database.
 - ON contract:** Displays a list of all equipment you have on contract in our e-automate database.
 - OFF contract:** Displays a list of all your equipment that are not currently on contract.

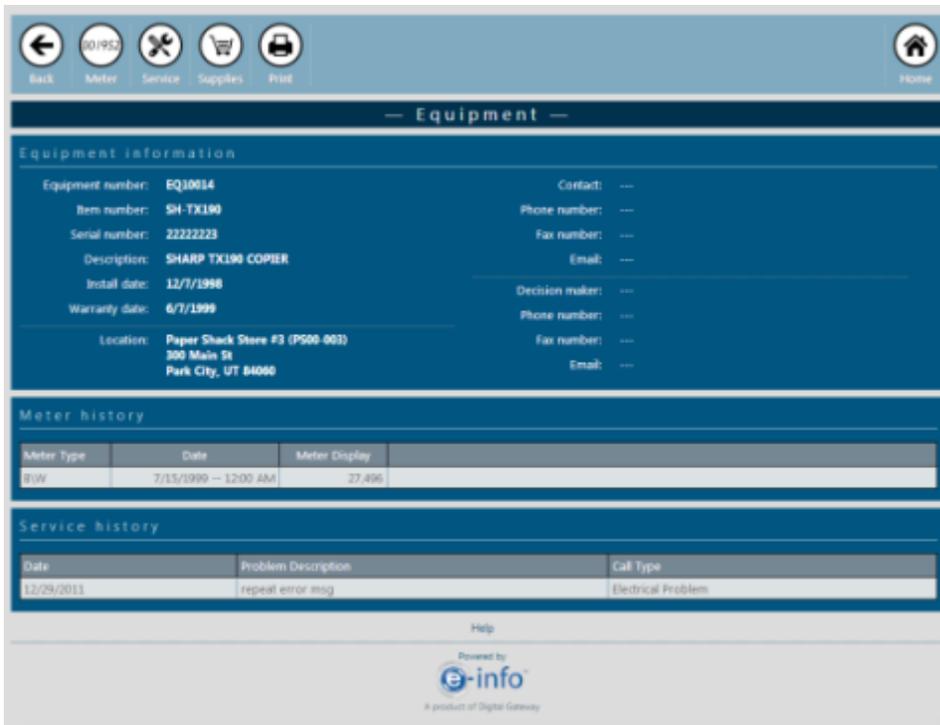
- Use the Search function to locate a specific piece of equipment. See the **Searching for Meters** subtopic under the **Search** topic for more information.

The **Equipment** page opens displaying the list of equipment.

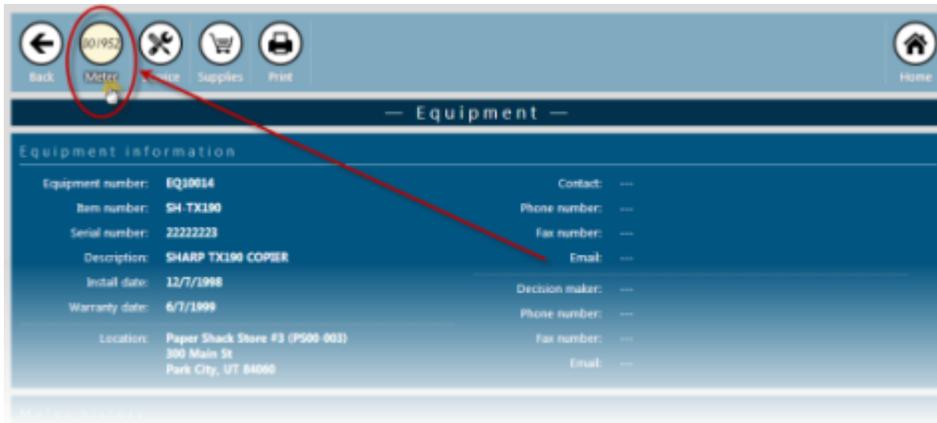


2. Click the equipment number of the equipment for which you want to submit meters.

The **Equipment** information page displays.



3. Click [**Meter**] located on the top left of the page.



The **Meter Reading** page displays.

- Follow the instructions for entering meters on Pages 8-10.

Placing Supply Orders

Through the equipment area you have the ability to enter a supply order for any of your equipment. When you are placing a supply sales order from the Equipment you are ordering the supplies by equipment to which they are associated. Doing so ensures you get the correct contract price for those supply items. To place a supply order, do the following.

- Locate the equipment for which you want to order supplies by doing one of the following.
 - From the **Equipment** tile click on one of the following.
 - On record:** Displays all your equipment we have on record in our e-automate database.
 - ON Contract:** Displays a list of all equipment you have on contract in our e-automate database.
 - OFF Contract:** Displays a list of all your equipment that is not currently on contract.
 - Use the Search function to locate a specific piece of equipment. See the **Searching for Sales Orders** subtopic under the **Search** topic below for more information.

The **Equipment** page opens displaying the list of equipment.

The screenshot shows the 'Equipment' page with a list of equipment under the 'On Record' section. The list has columns for Number, Description, Serial number, Contact, Phone, Customer, Location, and QR Codes. Below the list, it says '7 list items'. At the bottom, there is a 'Help' link and a logo for 'e-info' with the text 'Powered by e-info A product of Digital Gateway'.

Number	Description	Serial number	Contact	Phone	Customer	Location	QR Codes
EQ10008	SHARP TX390 COPIER	78787878			Paper Shack Store #1 (P500-001)	730 S West Temple, SLC	<input type="checkbox"/>
EQ10010	SHARP TX390 COPIER	78787888			Paper Shack Store #2 (P500-002)	52 W Main Street, Lehi	<input type="checkbox"/>
EQ10014	SHARP TX390 COPIER	22222223			Paper Shack Store #3 (P500-003)	300 Main St, Park City	<input type="checkbox"/>
EQ10015	X131 Xerox Copier	80747658897			Paper Shack Store #4 (P500-004)	100 W 500 S, Provo	<input type="checkbox"/>
EQ10047	Fax 1170 L	17171717			Paper Shack Store #1 (P500-001)	730 S West Temple, SLC	<input type="checkbox"/>
EQ10048	335 Copier	55555555			Paper Shack (P500)	1730 Beck St, Salt Lake City	<input type="checkbox"/>
EQ10049	imageRUNNER c130	454545454545			Paper Shack (P500)	1730 Beck St, Salt Lake City	<input type="checkbox"/>

2. Click on the equipment number of the equipment for which you want to order supplies.

The **Equipment** information page displays.

Equipment information

Equipment number:	EQ10014	Contact:	---
Item number:	SH-TX190	Phone number:	---
Serial number:	22222223	Fax number:	---
Description:	SHARP TX190 COPIER	Email:	---
Install date:	12/7/1998	Decision maker:	---
Warranty date:	6/7/1999	Phone number:	---
Location:	Paper Shack Store #3 (P500-003) 300 Main St Park City, UT 84060	Fax number:	---
		Email:	---

Meter history

Meter Type	Date	Meter Display
BIW	7/15/1999 -- 12:00 AM	27,406

Service history

Date	Problem Description	Call Type
12/29/2011	repeat error msg	Electrical Problem

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3. Click [**Supplies**] located in the top left corner of the page.

Equipment information

Equipment number:	EQ10014	Contact:	---
Item number:	SH-TX190	Phone number:	---
Serial number:	22222223	Fax number:	---
Description:	SHARP TX190 COPIER	Email:	---
Install date:	12/7/1998	Decision maker:	---
Warranty date:	6/7/1999	Phone number:	---
Location:	Paper Shack Store #3 (P500-003) 300 Main St Park City, UT 84060	Fax number:	---
		Email:	---

Meter history

The **Enter Item Quantity** window opens. If the equipment is on contract, this window lists the related items that are included in the bill code assigned to the contract. If the equipment is not on contract this window lists all the equipment's related items.

Enter Item Quantity ✕

Number	Description	Qty	Unit	Unit Price
7626A001AA	Yellow Toner Cartridge for Image Runner c5180	<input type="text"/>	EACH	\$283.33
7627A001AA	Magenta Toner Cartridge for imageRUNNER c5180	<input type="text"/>	EACH	\$433.33
7628A001AA	Cyan Toner Cartridge imageRUNNER c5180	<input type="text"/>	EACH	\$433.33
7629A001AA	Toner Cartridge imageRUNNER c5180	<input type="text"/>	EACH	\$0.00
X-Supply1	Exercise supply 1	<input type="text"/>	EACH	\$0.00

OK Cancel

- If you want to add any of the displayed items to the order, enter the desired quantity for each item you want on the order.
- Click [**OK**]. The **New Sales Order** page displays with the items and the quantities you added to the sales order listed under the **Items included in this order** region.

Cancel Save

— New Sales Order —

Bill to Location: Paper Shack (P500)
1700 Beck St
Salt Lake City, UT 84116

Ship to Location: Paper Shack (P500)
1700 Beck St
Salt Lake City, UT 84116

Order information Ordered by: Chuck Bartowski
Ordered by email: cbartowski@example.com
PO number:

Order total Sub total: \$2,483.38
(Applicable freight and tax will be added)
Order comments:

Items included in order

Item Number	Description	Qty	Price	Extended Price	
0290A002AA	Canon D2 Staples 2000/Ctg 3 Ctgs/Roll	<input type="text" value="10"/>	\$116.07	\$1,160.70	✕
168168	Developer	<input type="text" value="1"/>	\$333.33	\$333.33	✕
16819	ink	<input type="text" value="1"/>	\$150.00	\$150.00	✕
257H2	Paper	<input type="text" value="5"/>	\$186.07	\$930.35	✕
AR-152ND	Developer AR-152D	<input type="text" value="1"/>	\$100.00	\$100.00	✕

Sub total: \$2,483.38

Add Items...

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The **Bill to** region displays the location that will be billed. You cannot edit the bill to location from this page.

The **Ship to** region displays the location to which the items on the sales order will be shipped.

6. If you want to select a different ship to location, do the following.
 - a. Click the [...] button.

Selected	Location	Description/Attn	Number
✓	52 W Main Street Lehi, UT 84043	Paper Shack Store #2 Attn: Mary	PS00-002
	300 Main St Park City, UT 84060	Paper Shack Store #3 Attn: Margerie	PS00-003
	100 W 500 S Provo, UT 84601	Paper Shack Store #4 Attn: Matilda	PS00-004
	1730 Beck St Salt Lake City, UT 84116	Paper Shack	PS00
	730 S West Temple SLC, UT 84101	Paper Shack Store #1 Attn: Martha	PS00-001

- b. Select the location you want as the ship to location for this order. The **Select Ship To Address** window closes and the selected address now displays in the **Ship to** location region.
Note: There will only be alternate locations to choose from if your company has multiple locations.
7. In the **Order information** region, enter the PO number in the **PO number** field.
8. In the **Order total** region, enter any comments you want on this order in the **Order comments** field.
9. If you want to add other items that are not under the equipment's contract, use the [**Add Items...**] button in the **Items included in order** region.



To add items not under contract to the order, do the following.
a. Click [**Add Items...**]. The **Find Items** window opens.



Tracking Shipped Items

If you want to track items from sales orders that have been shipped using a shipping method that provides tracking information, you can do so through the Sales orders tile

To track the items from an e-info sales order that have been shipped, do the following:

1. On the **Sales orders** tile, click one of the following categories by which you want to locate sales orders.

New items: Displays a list of items recently ordered.

Picked items: Displays a list of items that are picked and preparing for shipping. An item displays picked after a picking list has been generated for our warehouse.

Shipped items (last 30 days): Displays a list of all **equipment** you do not have on contract in our e-automate database.

Back ordered items: Displays a list of ordered items that are currently on back order.

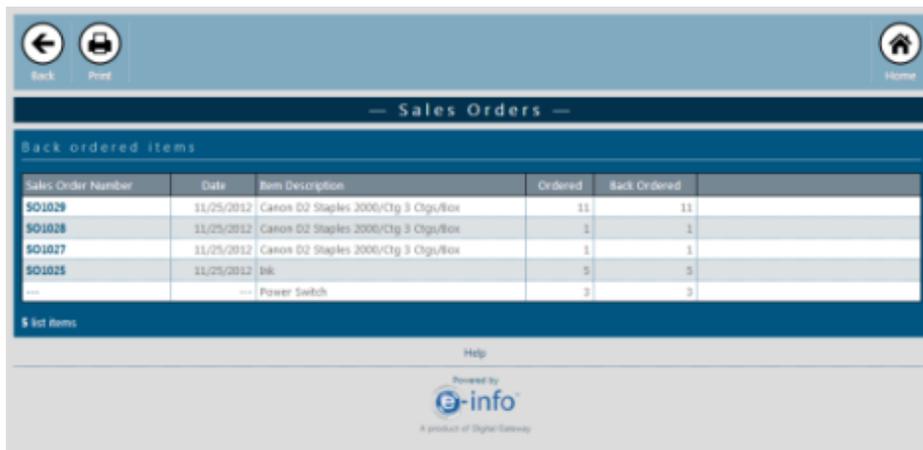
Canceled items: Displays items that have been canceled.

Newly submitted orders: Orders that have been recently submitted.

Orders (last 30 days): Orders places in the last 30 days.

All orders: All orders that have been place through e-info.

The **Sales order** page displays. The Sales order page lists all sales orders with items found under the category you selected. The image example below displays a list of items that on back order.



The screenshot shows a web interface for 'Sales Orders'. At the top, there are navigation icons for 'Back', 'Print', and 'Home'. Below the navigation is a header for 'Sales Orders'. The main content area is titled 'Back ordered items' and contains a table with the following data:

Sales Order Number	Date	Item Description	Ordered	Back Ordered
SO1029	11/25/2012	Canon 02 Staples 2006/Ctg 3 Cigu/Box	11	11
SO1028	11/25/2012	Canon 02 Staples 2006/Ctg 3 Cigu/Box	1	1
SO1027	11/25/2012	Canon 02 Staples 2006/Ctg 3 Cigu/Box	1	1
SO1025	11/25/2012	ink	5	5
		Power Switch	3	3

Below the table, there is a 'Help' link and a logo for 'e-info' with the text 'Powered by e-info' and 'A product of Digital Gateway'.

2. Click on the desired sales order number.

The **Sales order** page displays that gives sales order detail.

The screenshot shows the 'Sales Order' page with the following details:

- Details:** Sales person: Arthur Fenzaroli, Number: SO1025, Date: 11/25/2012
- Bill to:** Location: Paper Shack (P500), 1730 Beck St, Salt Lake City, UT 84116
- Ship to:** Location: Paper Shack (P500), 1730 Beck St, Salt Lake City, UT 84116
- Order information:** PO number: ---, Terms: Net 30, Due date: 12/25/2012, Ship method: UPS, Attention: ---
- Order total:** Sub total: \$1,099.50, Tax: \$71.47, Shipping: ---, Total: \$1,170.97
- Items:**

Line	Item	Description	Ordered	B	C	P	S	Price	Total
1	10819	INK	5	5	---	---	---	\$150.00	\$750.00
2	101000	Power Switch	3	3	---	---	---	\$135.50	\$389.50

2 list items. Legend: B = Back ordered, C = Canceled, P = Picked, S = Shipped
- Shipments:** There are no shipments for this sales order.
- Invoices:** There are no invoices for this sales order.

3. Scroll down and locate the **Shipments** region.
4. Click on the shipment number associated with the desired order.

The **Sales Order Shipment** page displays.

The screenshot shows the 'Sales Order Shipment' page with the following details:

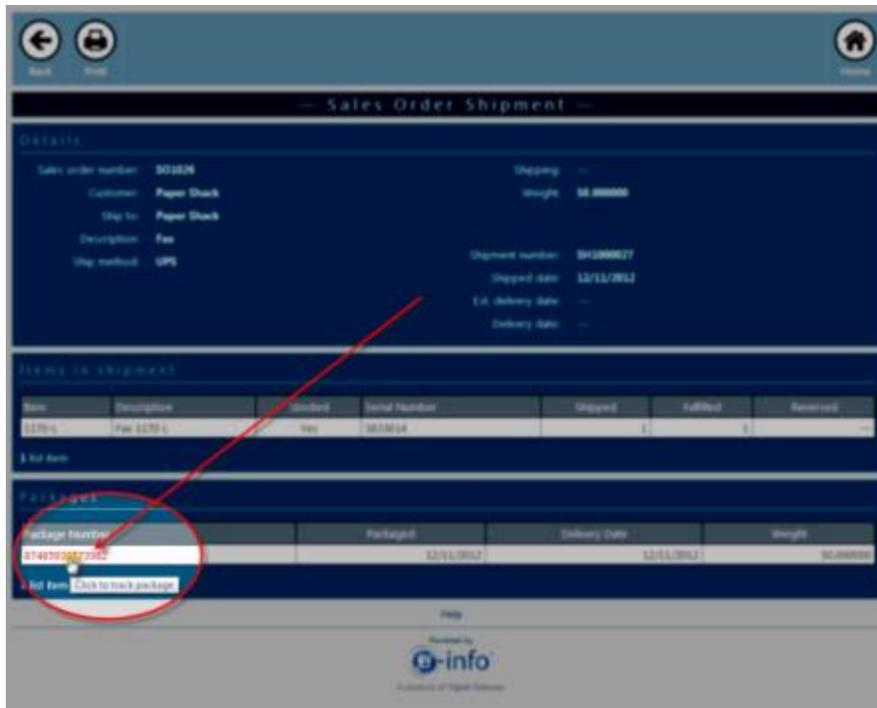
- Details:** Sales order number: SO1020, Customer: Paper Shack, Ship to: Paper Shack, Description: ---, Ship method: US Mail - Express, Shipment number: 041000022, Shipped date: 2/12/2012, Est. delivery date: ---, Delivery date: ---
- Items in shipment:**

Item	Description	Stocked	Serial Number	Shipped	Fulfilled	Reversed
02704003AA	Canon D2 Staples 2000/Ctg 3 Ctp/B&W	Yes	---	30	30	---

1 list item
- Packages:** There are no packages for this shipment.

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5. Locate the **Packages** region at the bottom of the page.
6. Under the **Package Number** column, click the tracking number assigned to the shipped item you want to track.



You are redirected to the tracking area of the shipping provider's website.