



GLOBAL SERVICES PORTAL

END USER GUIDE

June 20, 2023

**Toshiba America Business Solutions, Inc.
25530 Commercentre Drive
Lake Forest, CA 92630**

SERVICE

To make a service request online, you must create an account on Global Services Portal (GSP).

REGISTRATION (ONE-TIME ONLY)

Register on the Global Services Portal (GSP):

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



- 3) Enter “stateofin1” and follow the steps to complete registration.

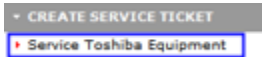


Once you have completed the self-registration process, an email will be sent to you with log in information. **You are now registered and ready to make a service/supplies request online!**

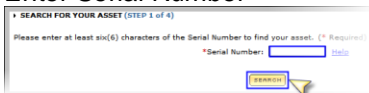
SUBMIT A SERVICE REQUEST ONLINE

Here are steps to submit a SERVICE request online.

1. Select Create Service Ticket → “Service Toshiba Equipment”



2. Enter Serial Number



3. Verify Asset/Location Information

Note: The Meter Read field is not mandatory

VERIFY YOUR ASSET/LOCATION INFORMATION (STEP 2 of 4)

Please verify Asset and Location Information below.

ASSET INFORMATION	ASSET LOCATION Edit Asset Location
Serial Number: <input type="text"/>	<input type="text"/>
Model Number: <input type="text"/>	
Dealer Equipment ID: <input type="text"/>	
Meter Read: <input type="text"/>	

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4. Enter Service Information.

ENTER SERVICE INFORMATION (STEP 3 of 4)
Please use the form below to submit your request. (*) Required

REQUESTED BY:

DESCRIPTION OF PROBLEM: P/M Indicator

ERROR CODE DISPLAYED:

SPECIAL INSTRUCTIONS/COMMENTS (e.g. availability, security provisions):
Maximum 128 characters

ALTERNATE CONTACT NAME:

ALTERNATE CONTACT PHONE:

SEARCH REMOVE NEXT

5. Review & Submit ticket in the next screen.

6. An email confirmation will be sent to you once the steps are completed.

SUBMIT A SERVICE REQUEST VIA PHONE

To make a service request via phone, call 877.855.1344.

SUPPLIES

SUBMIT SUPPLY REQUESTS

To make a supply request online, please follow the instructions below through the Global Services Portal (GSP).

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

GSP CUSTOMER LOGIN REGISTER NOW

Please login using your username and password.
If you have not yet registered, please click here to register.

GLOBAL SERVICES
At your service.

MANAGE

Email Address:

Password: forgot password?

LOGIN

3. Select Online Catalog → "Toshiba Supplies Only"

CREATE SERVICE TICKET

- Service Toshiba Equipment

ONLINE CATALOG

- Toshiba Supplies Only

4. Enter Serial Number

HOME

SEARCH FOR YOUR ASSET (STEP 1 of 4)

Please enter at least six(6) characters of the Serial Number to find your asset. (*) Required

*Serial Number: Help

OR

*Asset Tag Number:

SEARCH

5. Review the Asset Location and Supply Shipping Information

- a. Verify the physical Asset location and select "Edit Asset Location" if different.
- b. Input the "Requested By" contact details.
- c. Verify and if needed, update the drop Ship to Location for delivery of supplies.

VERIFY YOUR ASSET/SHIPPING INFORMATION (STEP 2 of 4)

Please verify Asset and Shipping Information below. (* Required)

ASSET INFORMATION

Serial Number: **SCSAE16896**

AssetTag Number:

Model Number: **ESTUDIO6570CT**

Dealer Equipment ID: **C12441**

Meter Read:

ASSET LOCATION [Edit Asset Location](#)

TOSHIBA PROJECT SHOWCASE
9740 IRVINE BLVD
TABS BIDS AND PROPOSALS TEAM
DOCK F 2ND FL
IRVINE, CA 92618

SHIP-TO LOCATION

Same as Asset Location

*Address 1:

Address 2:

Address 3:

Address 4:

*City:

*State:

*Zip:

REQUESTED BY

*Requestor's First Name:

*Requestor's Last Name:

*Requestor's Phone: () - ext.

Requestor's Email Address:

SHIP-TO CONTACT

Attn:

Phone: () - ext.

Asset Configuration:

Product Name	Description

Installation Date:

6. Select the Supply Category.

SELECT SUPPLY ITEMS (STEP 3 of 4)

Select Supply Category:

7. Select the items in include with the supply request.

SELECT SUPPLY ITEMS (STEP 3 of 4)

Please use the form below to specify the supplies you want for your asset. (* Required)

Product	Description	Select Item*	Item Price
TBFC55	Waste Toner Bottle (Yield Varies)	<input checked="" type="checkbox"/>	Included
TFC75UC	TNR CYAN ES5560C(T)/6560C(T)/6570C(T) (CS=1)	<input checked="" type="checkbox"/>	Included
TFC75UK	TNR BLACK ES5560C(T)/6560C(T)/6570C(T) (CS=1)	<input checked="" type="checkbox"/>	Included
TFC75UM	TNR MAGENTA ES5560C(T)/6560C(T)/6570C(T) (CS=1)	<input checked="" type="checkbox"/>	Included
TFC75UY	TNR YELLOW ES5560C(T)/6560C(T)/6570C(T) (CS=1)	<input checked="" type="checkbox"/>	Included

8. Review and Submit your order

▶ REVIEW AND SUBMIT YOUR ORDER (STEP 4 of 4)

Please check the information below prior to submitting your order.

REQUESTED BY [Edit](#)

First Last
(949)462-6000 ext.

ASSET INFORMATION

Serial Number: **SCSAE16896**
Model Number: **ESTUDIO6570CT**
Dealer Equipment ID: **C12441**
Meter Read:

SHIP-TO LOCATION [Edit](#)

TOSHIBA PROJECT SHOWCASE
25530 COMMERCENTRE DRIVE
LAKE FOREST, CA 92630

SHIP-TO CONTACT [Edit](#)

Attn: Attention Ship To Contact
(949)462-6000

ASSET LOCATION [Edit Asset Location](#)

TOSHIBA PROJECT SHOWCASE
9740 IRVINE BLVD
TABS BIDS AND PROPOSALS TEAM
DOCK F 2ND FL
IRVINE, CA 92618

ORDER INFORMATION [Edit](#)

Product	Description	Item Price
TBFC55	Waste Toner Bottle (Yield Varies)	Included
TFC75UC	TNR CYAN ES5560C(T)/6560C(T)/6570C(T) (CS=1)	Included
TFC75UK	TNR BLACK ES5560C(T)/6560C(T)/6570C(T) (CS=1)	Included
TFC75UM	TNR MAGENTA ES5560C(T)/6560C(T)/6570C(T) (CS=1)	Included
TFC75UY	TNR YELLOW ES5560C(T)/6560C(T)/6570C(T) (CS=1)	Included

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9. A confirmation page will display shortly after submitting the order.