

# Canon

Delighting You Always

## Canon e-Business Portal

Easy Management with  
Advanced Efficiency



Account  
Management



Service Support



Access Right  
Setting



Overview



e.Business

P O R T A L





Through continuous optimization, Canon offers customers an access to a more user-friendly service. With our latest e-Business Portal, you can now easily manage the accounts. As the latest one-stop account management tool, Canon e-Business Portal with various advanced functions to help you with different account tasks – in a simple, easy and efficient way.



## Account Management – Provides you with the most comprehensive information

In this section, you can easily modify the account information and check important news such as latest updates and notices, your account manager for following-up, and detailed information on each billing. With this function, you can obtain the most comprehensive information at all times.

### e-Statement

In the “e-Statement”, you can check out the latest statement and review past six months history. The e-Statement includes information on the payable amount and details on each payment item. You may download the PDF version should you wish to save the relevant information for recording purpose.

**Statement of account**

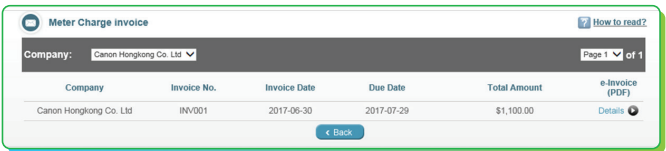
Company: Canon Hongkong Co. Ltd Page 1 of 1

Company	As of	Total Amount	Statement of account (PDF)
Canon Hongkong Co. Ltd	2017-07-31	\$1,276.00	<a href="#">Details</a>

[← Back](#)

## e-Invoice

Apart from viewing the basic monthly payment, you may also browse "e-Invoice" to retrieve more information. The e-Invoice includes clear and concise details on the usage, meter reading, payment due date and relevant charges of each Multifunctional Device (MFD) under your account.



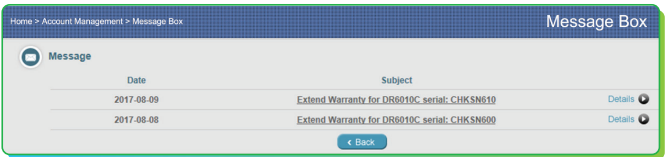
The screenshot shows a web interface for a "Meter Charge invoice". At the top, there is a "Company:" dropdown menu set to "Canon Hongkong Co. Ltd" and a "Page 1 of 1" indicator. Below this is a table with the following data:

Company	Invoice No.	Invoice Date	Due Date	Total Amount	e-Invoice (PDF)
Canon Hongkong Co. Ltd	INV001	2017-06-30	2017-07-29	\$1,100.00	Details

At the bottom of the table, there is a "Back" button.

## Message Box

You only need to regularly login this e-Business Portal "Message Box", to ensure the latest news or reminders received about your accounts.



The screenshot shows a "Message Box" interface. At the top, there is a breadcrumb trail: "Home > Account Management > Message Box". Below this is a table with the following data:

Date	Subject	Details
2017-08-09	Extend Warranty for DR6010C serial: CHKSN610	Details
2017-08-08	Extend Warranty for DR6010C serial: CHKSN600	Details

At the bottom of the table, there is a "Back" button.

## My Profile

By entering "My Profile", you can modify or update account information to which they belong, such as setting password, and contact information of each administrator.

## My Account Manager

The name and contact information of the account manager who responsible for your account can be found in "My Account Manager", which enables quick access to information and solutions.





# Service Support - Gives you the most comprehensive service support

With simple login procedure, you can manage the daily processes such as Meter Reporting, Toner and Paper Ordering. In addition, you can also request for maintenance service on each Multifunctional Device (MFD) in order to increase the efficiency of your operation.

## Self-Meter Reporting

You can report the usage of each Multifunctional Device (MFD) through this e-Business Portal. Clear guidelines can be found on the website to assist you for the entire flow.

**IRAC55351**

Previous Reading Date 2017-08-01  
e-Maintenance

**Location Reference**  
Serial Number: CHKSN017

Meter Name	Previous Reading	Current Reading	Usage
Total	109,053	<input type="text"/>	<input type="text"/>
Black and White	96,895	<input type="text"/>	<input type="text"/>
F-CL (A3)	1,950	<input type="text"/>	<input type="text"/>
F-CS (A4)	10,208	<input type="text"/>	<input type="text"/>
M	0	<input type="text"/>	<input type="text"/>
Two-side	N/A	<input type="text"/>	<input type="text"/>

[Service Record >](#)

## Service Request

Through the e-Business Portal, you can make appointments for maintenance service. Simply select the Multifunctional Device (MFD) that requires the maintenance service and fill in the e-form, we will make proper arrangement upon your request.

1 Select product > 2 Fill in form > 3

Please choose the following symptom(s) and click "Submit".

**Symptom**

Line on Copy  
 Dirt found on Machine  
 Error Code  
 Other

Paper Jam  
 Return Waste Toner Box  
 Reset Admin account password  
\*If you wish Reset Admin account Password:  
1. Please Download and complete this form with company stamp and authorized signature;  
and  
2. FAX to (852) 2301 1067

I confirm that I have read and accepted the Terms and Conditions.  
Remarks: Services will be provided subject to the below Terms and Conditions.

## Toner and Paper Ordering (Not available to Macau customers)

Online Toner and Paper Ordering brings you convenience for your operation. Simply fill in the e-ordering form, we will process instantly and deliver your consumables at the earliest time possible.\*

\*Terms and conditions apply for the orders

**IRAC5550i**

Product Information	Qty
Location Reference:	C: <input type="text"/>
Serial Number: JBA12345	M: <input type="text"/>
Contract Number: TG123456	Y: <input type="text"/>
Delete	K: <input type="text"/>

**Select Paper**

Canon Business HG paper for Multi-function Application (80gsm A3)

HK\$ 50 / ream  
Qty:

- A3 Size
- 500 pieces
- Compatible for ALL Copier
- The photo is for reference only

Canon Business HG paper for Multi-function Application (80gsm A4)

HK\$ 23 / ream  
Qty:

- A4 Size
- 500 pieces
- Compatible for ALL Copier
- The photo is for reference only

Canon High Grade paper for Color Copier (100gsm A3)

HK\$ 135 / ream  
Qty:

- A3 Size
- 500 pieces
- Compatible for ALL Color Copier
- The photo is for reference only

Canon High Grade paper for Color Copier (100gsm A4)

HK\$ 68 / ream  
Qty:

- A4 Size
- 500 pieces
- Compatible for ALL Color Copier
- The photo is for reference only



## Access Right Setting – Enhances the flexibilities of authorization

While setting the access rights in the e-Business Portal, you may manage the setting of the subordinates under the same group in a centralized way in order to maintain the management consistency. Furthermore, more than one administrator can be authorized based on the operational needs of the company.

Role-based management rights can be set according to the different job natures of various departments. For example, rights granted for the finance division in viewing all payment related jobs, whereas rights granted for the operational division in usage reporting or consumables ordering. The different levels of management rights help to clarify the division of labour and ensure account security.



## Overview - Your Multifunctional Device (MFD)

e-Business Portal allows you to view all the Multifunctional Device (MFD) information (e.g. Model, Serial Number, Contract Details) and the corresponding department of each Multifunctional Device (MFD) installed in the group or company. You can download application form on this platform to update your company information at any time.

Location Reference	Model	Serial No.	Contract No.	Address
<input type="text"/>	IRAC5550i	JBA123456	TG083413	19/F., The Metropolis Tower, 10 Metropolis Drive, Hungghom, Kowloon, HK <a href="#">Details</a>
<input type="text"/>	IRAC3530i	LYC123456	TG073618	19/F., The Metropolis Tower, 10 Metropolis Drive, Hungghom, Kowloon, HK <a href="#">Details</a>





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Please scan the QR code to access e-Business Portal

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### Canon Hongkong Co., Ltd.

5/F., Tower A, China Life Center, 18 Hung Luen Road, Hung Hom, Kowloon, Hong Kong

Customer Service Hotline: **(852) 3191 2388**

<https://hk.canon/business>

### Canon Hongkong Co., Ltd. (Macau Branch)

Avenida Doutor Mário Soares, Finance and IT Center of Macau, 12/F "D", Macau

Customer Service Hotline: **(853) 8296 4000**

### Canon Business Solutions (Guangdong) Co., Ltd.

Unit 3, 24/F., China Life Building, No. 123, Fuhua Road, Futian District, Shenzhen

Customer Service Hotline: **(86) 400 930 8278**

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**WhatsApp for Sales Enquiry: (852) 9120 0326**

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