

Guideline of Change of Customer Information, Contact / Machine Location

更改公司聯絡資料/器材位置的說明及指引

Definition of Change of Customer Information, Contact / Machine Location

更改公司聯絡資料/器材位置定義

Example 例子

Update Customer Information 更改公司聯絡資料

Old Customer Information

Customer Number: 123456

Customer Name: ABC International LTD

Address: ROOM 50,2/F, ABC INDUSTRY BUILDING, ABC STREET, KWAI FONG, NT

Contact Person: Ms Wong (Tel: 12345678/ Email: ABC@XXX.COM)

New Customer Information

Customer Number: 123456

Customer Name: ABC International LTD

Address: ROOM 9,7/F, DEF BUILDING, DEF STREET, KWAI FONG, NT

Contact Person: Ms Chan (Tel: 12349876/ Email: ABC.CHAN@XXX.COM)

Update Machine Location 更改公司器材位置

Model: MP305+SPF

Serial: X12345678

Old Address: ROOM 50,2/F, ABC INDUSTRY BUILDING, ABC STREET, KWAI FONG, NT

New Address: ROOM 9,7/F, DEF BUILDING, DEF STREET, KWAI FONG, NT

1. General Information 基本資料

2. Does Change Request apply to all your Agreements? *

Yes

No

Request to change single contract /
all contract

要求更改單一合約/機身, 還是全部
合約/機身?

3. Customer No.: *

000000

4. Customer Name: *

Dummy A/C

5. Contact Person's Name: *

Dummy

6. Contact Phone No.: *

00000000

7. Contact Email Address: *

Dummy|@Ricoh.com.hk

This email will become contact point for the changes.

此電郵地址會作為更改資料聯絡之用途。

2. FNA will process on or after recommended effective date.

會計部會根據客人所選擇的日子選擇最合適的生效日期。


RHK reserves the right of final decision.




如有任何爭議, 理光香港保留將最終決定權。

* Required

Change Request details

8. Effective date of your change *

10/28/2021 

9.  2021  Oct 

Sun	Mon	Tue	Wed	Thu	Fri	Sat
26	27	28	29	30	1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31	1	2	3	4	5	6

司聯絡資料/器材位置
轉讓合約

Today Clear Close

3. Client must provide address proof if the new billing address or/and machine location is different from the B.R. registered address. 客戶需提供新名稱的公司註冊證明

9. Please select *

- Change of Customer Name (Same CI, same entity) 更改公司名稱
- Change of Customer Information, contract/ machine location 只更改公司聯絡資料/器材位置
- Transfer or Novation of Agreement (Different entity to transfer contract) 轉讓合約

10. You will be required to submit the following for verification - (i) valid BR, and (ii) Address proof *

- ** I have read, understood and agree to the above messages. **
- I do not agree to the above message.

11. Newly changed company address (Full Address):

(If same as before, no need to fill in)

Enter your answer

12. Change of billing address:

(If same as before, no need to fill in)

Enter your answer

13. Change of System(s) location:

(complete this part only if System(s) location is changed)

- ALL System(s) under the Agreement(s) shall be relocated to the new address
- Different Locations for different pieces of Systems

4. If client choose different location in Q 13. Client could fill in up to 5 locations in the MS form.

If client has more than 5 locations, they must submit an excel file or pdf to FNA@Ricoh.com.hk and mention the reference no. we provided.

如更改器材位置多於 5 個地址, 請提供 **Excel file(.xlsx) or Pdf(.pdf)** 格式的檔案, 電郵至 FNA@Ricoh.com.hk。

Different Locations for different units of Systems (1) :

If you have more than five(5) locations to be changed, please email us a separate file(Microsoft Excel file(.xls; .xlsx) is preferable) to FNA@ricoh.com.hk

14. Model No. (1): *

(E.g. MP305SPF; IMC45000)

IM300 ; IM430

15. Serial No. (1): *

(E.g. X123456789; X234567891)

X000000001, X000000002 ; X000000003

16. New System(s) Location (1): *

e.g. 21/F One Kowloon

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Next

5. The contact detail will be the prime contact person after change of customer name completed.
客戶可同時更改聯絡人資料。

Change of Company's Contact

(If no change please keep it blank)

16. Primary contact person: **首選聯絡人**

Enter your answer

17. Primary contact person's Job Title:

Enter your answer

18. Email address:

Enter your answer

19. Phone No.:

Enter your answer

20. Secondary Contact Person (if any)

Enter your answer

21. Secondary Contact Person's Job Title (if any): **次選聯絡人**

Enter your answer

22. Email address :

Enter your answer

23. Phone No. :

Enter your answer

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Submit

6. A confirmation email & request of documents list will send to client after the click the Submit button. Client is required to submit the listed document within 3 business days.

點擊提交按鈕後，將向客戶發送確認電子郵件及文件清單。客戶須在 3 個工作日內提交所列文件。

FW: Request for Documents - Change of Customer Information (Reference No.: [REDACTED])



Thu 28/10/2021 15:...

Dear [REDACTED]

Re: Request for Documents - Change of Customer Information (Reference No.: [REDACTED])

Thank you for your continued support to Ricoh Hong Kong Limited ("RHK").

Your request for change of Customer information has been received. In order to proceed your request, please review the Special Notes stated below and send us the following documents within three (3) business days through email fna@ricoh.com.hk quoting the Reference No.:

1. Valid Business Registration ("BR") Certificate or Certificate of Incorporation ("CI");
2. Address Proof;

We will proceed your change request shortly upon receiving all the required documents.

If you have any questions, please feel free to call us on 2833 7154 or email us to the above-mentioned email address quoting the Reference No.

Yours sincerely
Ricoch Hong Kong Limited

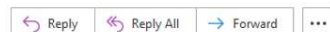
Special Notes:

- a. If we do not receive ALL the above-mentioned required documents from your company within three (3) business days from the date of this email notice, your change request will be deemed withdrawal, and RHK will cease to proceed without further notice.
- b. The change request will only be handled when ALL overdue charges related to the Agreement(s) HAVE BEEN fully settled.
- c. Invoice of the handling fee (\$200) will be issued to your Company and the invoice is payable within fourteen (14) days from the date of invoice.
- d. RHK reserves the final rights to accept or reject the change request at RHK's discretion.

7. If client provide wrong information i.e., wrong phone number, invalid B.R copy; or did not submit document. FNA will send an unsuccessful notice with reason or a reminder email.

如果客戶提供錯誤信息，例如錯誤的電話號碼，無效的商業登記證副本；或未提交文件。會計部會發出電子郵件通知客戶申請失敗；或提醒客戶盡快提交文件。

Re: Unsuccessful Change of Customer Information (Reference No.: [REDACTED])



Thu 21/10/2021 16:15

This message was sent with Low importance.

Dear ANDREW,

Re: Pending Customer's Change Request (Reference No.: [REDACTED])

We are pleased to give you an update on the status of your change request.

Following your recent request to change customer information, please be informed that the change request is now being pended because [REDACTED]. If the outstanding issues mentioned cannot be resolved within ten (10) working days, your change request shall be deemed withdrawal and we will close this case without further notice.

If you have any question or need any assistance, please feel free to call us on 2833 7598 or email us to [REDACTED] quoting the above Reference No.

Once again, we would like to thank you for your support.

Yours sincerely
Ricoh Hong Kong Limited

Re: REMINDER – Request for Documents for Change of Customer Information (Ref. No.: [REDACTED])



Wed 29/09/2021 15:45

This message was sent with Low importance.

Dear [REDACTED]

Re: REMINDER – Request for Documents for Change of Customer Information (Ref. No.: [REDACTED])

Following your recent request to change the Customer information, we are writing to inform you that we have not yet received the required documentation to proceed the change request.

Please send in the required documents within three (3) business days from the date of this email, otherwise your request for change of Customer information will be deemed withdrawal.

Should you have any questions, please feel free to call us on 2833 7598 or email us to [REDACTED] quoting the above Reference No.

Once again, we would like to thank you for your support.

Yours sincerely
Ricoh Hong Kong Limited

8. If the Change of Customer Information is completed, we will send a successful notice to client.

客戶資料變更完成後，我們將向客戶發送成功通知。

Re: Completion of Change of Customer Information (Reference No.: [REDACTED])



 This message was sent with Low importance.

Dear Testing,

Re: Completion of Change of Customer Information (Reference No.: [REDACTED])

We are pleased to inform you that the following customer information had been updated in our system.

Should you have any question, please feel free to call us on 2833 7598 or email us to [REDACTED] quoting the above Reference No.

Once again, we would like to thank you for your support.

Yours sincerely

Ricoh Hong Kong Limited