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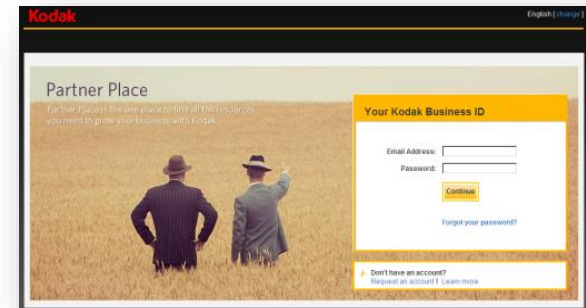
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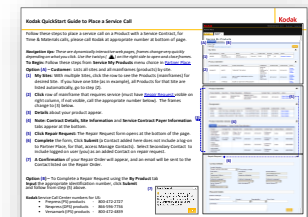
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Welcome to Kodak Service & Support Portal via Partner Place - where you may:



1. Place Service Calls

Pick equipment, determine Contact for call, fill out just four fields and you are done (about 2 minutes). A Repair Request link appears for any mainframe equipment eligible for web service call placement (currently only for Full Entitlement Contracts; Parts Only & PMs require phone contact) . You may even paste an entire machine generated log into a call to get the technicians started faster on your challenge.

2. Site Contact Management

Add repair contacts, add portal users, manage contact information in just a few keystrokes. You may also set an Incident Notification flag on the Contact with a valid email address to receive an email when Incidents are Opened and Archived (closed).

3. iBase Update Requests

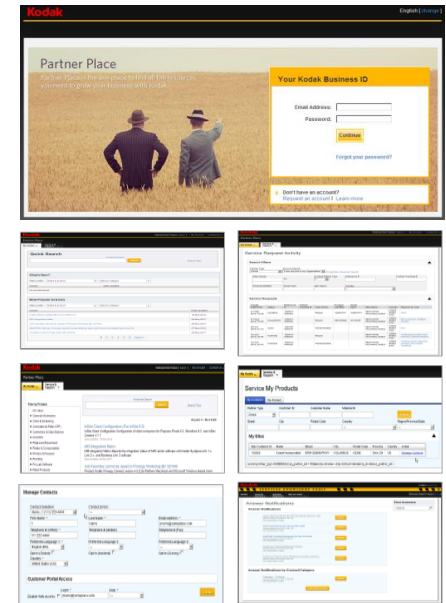
iBase is short for 'Installed Base'; the database of all your equipment by site(s). Moving, Removing, Contract alterations or any other change you have to your operation that requires a change to your IBase records are now just a few clicks from being submitted to the right people in real-time.

4. Input and View Meter Reads

You may input new reads as well as verify previous reporting with just a few clicks of the mouse. Easy, simple and accurate without email, faxing or making a phone call. When you want to do it!

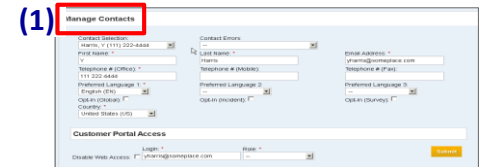
5. View Service History, Add Comments & Attachments to Open Service Calls

View Service History (with incident open and close dates and current status). Add comments, paste machine generated logs and attach support docs to open calls for use by Service Engineers.



Getting started... Ask your Kodak field contact to set up a point person in your organization as a Super User (SU) on your account in the Portal. This SU may add other contacts and perform all of the functions listed in this guide. Or:

- (1) **Super Users** for a company may add Contacts for their company through the on-line tool
- (2) **Call your country or region Kodak Customer Service** hot line for more information.



Getting Started with Kodak B2B Service & Support via Partner Place (USA)

During the process of creating your account, you will end up receiving **three** emails:

- #1 Email from PartnerPlace@Kodak.com to confirm your email address.
- #2 Email from 'Reset Password' (which is where you set up your new password).
- #3 Confirmation that the password setup has been successful.

Note: When you first enable your account, options you see for Service & Support may be limited until your equipment is linked to your details (only #2 & 3 below may appear).

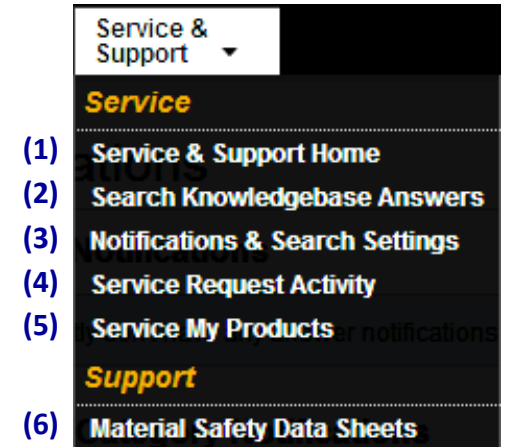
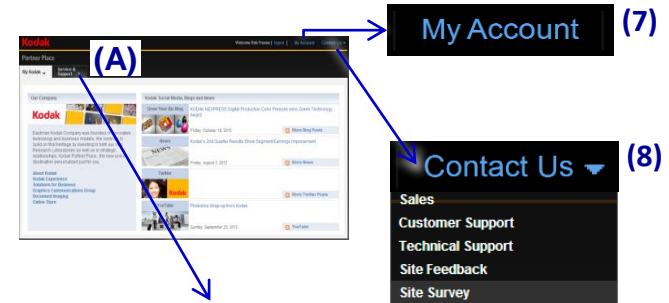
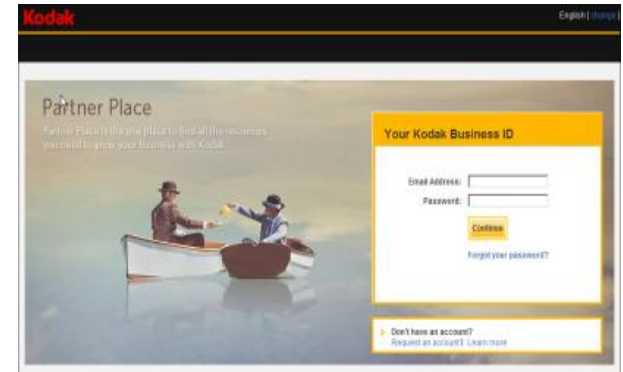
To log into the Service Portal, first access: <https://partnerplace.kodak.com>

- Enter your logon credentials (the fields will not auto-fill for security purposes).
- To log out, click the [blue Logout](#) next to your name at the top of the page.

You will be presented with **Partner Place** home (A). Select the pull down for **Service & Support** to access the following 8 options (details of these options follow)*:

- (1) **Service & Support Home** – for Quick Search, What’s New & Most Popular Answers
- (2) **Search Knowledgebase Answers** – Search with filters available
- (3) **Notifications & Search Settings** – to set email notifications
- (4) **Service Request Activity** – to view service activity and history for your equipment
- (5) **Service My Products** – View your install base records, entitlement information, manage contact list and to place a service request on equipment under contract. Equipment serviced on a time and material basis, contact your country or region Kodak Customer Service hot line for more information.
- (6) **Material Safety Data Sheets** – go to the web site for Kodak MSDS
- (6) **My Account** – Setup defaults, search preferences, request additional Partner Place functions and other options
- (7) **Contact Us** – Leave feedback or contact Kodak for other topics (do not place requests for Service here).

* Your options may vary depending on other functions you have available in Partner Place.



1. Service & Support Home

The Service and Support Home page provides you with fast and easy reference to knowledge housed in the Service Portal. Knowledge articles are known as Answers in the system.*

(1) Quick Search

Enter search criteria in the open field or select Advanced Search for more options.

Note the **Search Tips** button – opens a new window with guidance for more effective searching.

(2) What's New?

Gives you the latest information for a product filtered by category. Select your product first, then select the category within your product.

(3) Most Popular Answers

Gives you the most popular information for a product filtered by category. Select your product first, then select the category within your product.

(4) Announcements and special instructions

This area is reserved for Service Announcements and special updates.

The screenshot shows the Kodak Partner Place interface. At the top right, it says 'Welcome Bob Freese [logout] | My Account | Contact Us'. The main navigation includes 'My Kodak', 'Service & Support', 'Tools & Resources', and 'Reports'. The 'Quick Search' section has a search bar and a 'Search' button. A 'Search Tips' link is also present. On the right, there's a 'US Commercial Imaging Customers' box with a 'Request Service' button. Below the search section are two 'What's New?' and 'Most Popular Answers' sections, each with a filter dropdown and a 'No records found' message. At the bottom right is an 'Announcements' section with a list of updates.

2. Search Knowledgebase Answers

The Search Knowledgebase Answers page offers a streamlined, yet flexible search experience.

(1) **The Filter by Product** or Category options enable you to search by using the ‘twistys’ to locate information about your product and the category of content that interests you.

(2) **A search field** to find Answers in the Kodak Service Knowledgebase. Simply enter a key word and press Search.

You may also perform **Advanced Search** operations. Use the **Search Tips** button to open a new window with guidance for more effective searching.

(3) **Search results** appear in the frame to the right of the page.

(4) **When using twistys**, the filters that are applied appear in a breadcrumb trail under Search filters applied. To remove a filter, click the X after the filter that is shown.

The screenshot displays the Kodak Partner Place search interface. At the top, it says 'Partner Place' and 'Welcome Bob Freese | logout | My Account | Contact Us'. Below this, there are navigation options for 'My Kodak' and 'Service & Support'. The main content area is divided into several sections:

- (1) Filter by Product:** A list of product categories with expandable options (twistys). The 'Conveyors' category is expanded, showing sub-categories like '855 for GEN. NEWS (Grunz & Jensen)', '1200 for GEN. NEWS (Grunz & Jensen)', 'CM62-X-R (Grunz & Jensen)', 'Corner Unit (Conveyors Plus)', 'PT-series (Conveyors Plus)', 'MDT-series (Grafoteam)', 'QT-series (Conveyors Plus)', 'Quantum-series (Conveyors Plus)', 'SC-series (Wisconsin Oven)', 'Side Stackler (Conveyors Plus)', and 'ZTA-ZTK (Techno Grafica)'.
- (2) Advanced Search:** A search bar with a 'Search' button and a 'Search Tips' link.
- (3) Search Results:** A list of search results, including 'InSite Client Configuration (For InSite 6.5)', 'MIS Integration Matrix', and 'Job Favorites cannot be saved in Prinergy Workshop [ID: 82194]'. The results are numbered 'Results 1 - 10 of 4127'.
- (4) Search filters applied:** A breadcrumb trail showing the filters applied: 'Product' > 'Plate Line Equipment' > 'Offset Plate Line Equipment' > 'Conveyors' > 'Corner Unit (Conveyors Plus)'. The 'Corner Unit (Conveyors Plus)' filter is highlighted.

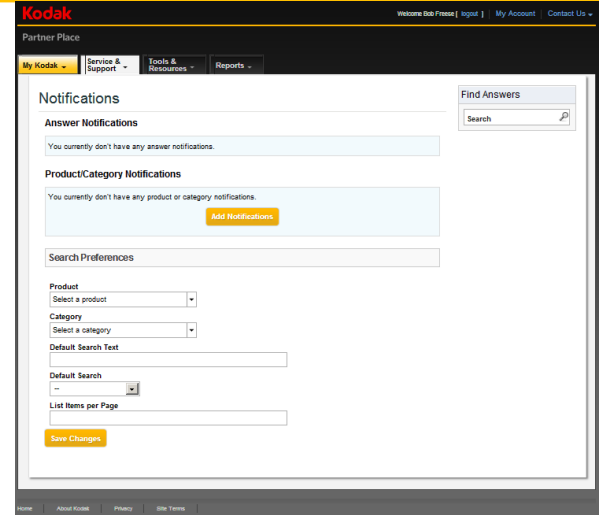
A blue arrow points from the 'Conveyors' filter in the 'Filter by Product' section to the 'Corner Unit (Conveyors Plus)' filter in the 'Search filters applied' breadcrumb trail.

3. Notifications & Search Settings

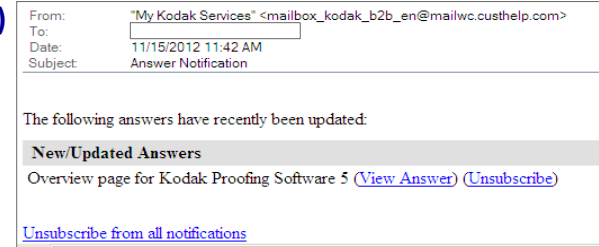
The Notifications & Search Settings page enables you to manage your Notifications from Kodak Service.

- (1) This account has no Notifications set. These may be added and then disabled as desired.
- (2) Notifications come to you as an email alert when an Answer, Product or Category is updated where you have requested notification.
- (3) Notifications may also be requested directly from an Answer page at the bottom of the page by clicking the **Notify Me** link.

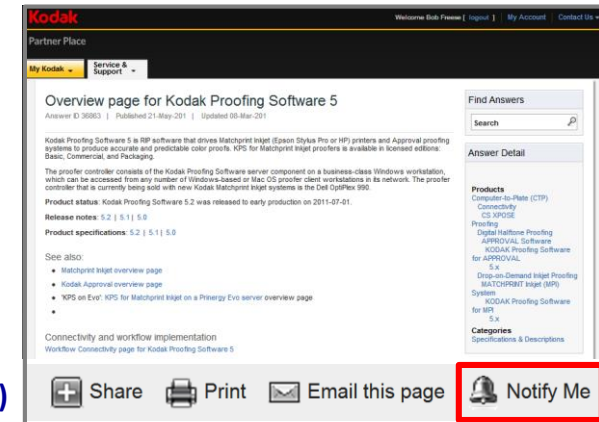
(1)



(2)



(3)



4. Service Request Activity – to view Kodak Service Activity

This page enables you to view a listing of the service and support your equipment has received from Kodak.

Simply click on the line under **Service Requests** that displays the product you are interested in researching. The information below describes each field in detail.

- (1) **Partner Type** – leave at the default setting (Direct). If you have Corporate Account access, you may select that option to see all your sites.
- (2) **Show Incidents** (*Incident = Support Calls or Service Request*) options:
 - From anyone in my Organization – shows all
 - Only my Incidents – shows only Incidents created with your logon
- (3) **Incident Status Type**
 - Using the “ – “ will show all Incidents; **Open** – still in process; **Closed** – is complete & shows as ‘archived’ or cancelled
- (4) **Reference #** - assigned by Kodak Service; format is date and sequence. Sorting on Ref# is better than sorting on Create Date.
- (5) **Partner Tracking #** - A reference # entered by Partner or End User. Open text field, no formatting.
- (6) **Product Identifier** - Is the K# or product Alias name
- (A) Call list may be sorted by any column. Best Date Sort is by Reference # (4)
- (7) **Status** – Indicates status of this call, options include:

Open Statuses

- **Open** - Incident created, not picked it up yet.
- **In Process** - Remote Service Engineer assigned to themselves & working on it.
- **Dispatched** - Responsibility for Incident is with the field
- **Updated** – Last "person" to update, customer or partner - not RNT Smart Client user/agent
- **Request Dispatch** - Interim status shows if save not yet completed on Incident.
- **Admin Hold** - Locks the incident for all but the credit and collections

Closed Statuses

- **Archived** - Call is complete and stored for future reference?
- **Cancelled by Customer** - Whoever selects status should enter a communication thread.
- **Cancelled by Kodak Employee** - Whoever selects status should enter a communication thread.

(A) Create Date/Time	(7) Status	(4) Reference #	(5) Partner Tracking #	(8) Type Of Svc	(6) Product Identifier	Serial Num	Site Name	Country	(9) Reason for Call
21-Sep-2012 12:49	Updated	120921-000026		Repair	12283751	12283751	NEW WAVE TECHNOLOGIES	United States (US)	Test
01-Aug-2012 13:24	Dispatched	120801-000005		Repair	NE000982	2014609	NEW WAVE TECHNOLOGIES	United States (US)	this is test for multiple emails

- (8) **Type of Service** – Indicates type of service for this incident:
 - Customer Feedback
 - Equipment Installation
 - Equipment Relocation
 - Equipment Removal
 - Field Change Order/Mod
 - HSE (Smoke/Smell/Safety)
 - Preventative Maintenance
 - Repair
 - Professional Services
 - Administrative
- (9) **Reason for Call** – This field links to the details of this call (see section 4A)

4A. Service Request Activity Details

This page enables you to view the details of a Service Call.

(A) Click **twisty** to expand section

- (1) **Service Request** – Logistical details around the call (Contact Information, Site information Installed product details).
- (2) **Communication Activity** – Displays any information entered by Agents on the customer's behalf, entered by the customer directly via email responses or the customer portal, or Remote Support responses to the customer for this specific Service Request. Is a separate log of actions, primarily customer facing, from the Service Request Event.
- (3) **Update Service Request Info** – Adds an entry to the Communication Activity log – only when the Incident is still in an 'open' status.
 There are 3 ways this Update Service Request section may be presented:
 - (1) Incident has not yet been picked up, or is being managed in the Remote Support center, any updates will be seen by the Remote Support Engineer (input may be made to the screen).
 - (2) Incident has been dispatched to the field, there may be no one in Remote Support still engaged and looking at this update (input may be made to the screen, however may not be seen by Remote Support. Is not transferred to on-site Field Resource).
 - (3) For an Archived or Cancelled Incident, no further updates can be made (this is the example shown).
 For an Open Incident, comments may be added by Customers or Kodak employees . Attachments may be added by customers.

Commonly used terms

- **FR** – Field Resource (often a Field Engineer)
- **RSE** – Remote Support Engineer, generally providing phone support
- **IHT** – Incident Handling Team agent, generally creates service request
- **AMR** – Account Manager providing business support

The screenshot displays the 'Service Request Activity Details' interface. It includes a navigation bar with 'My Kodak' and 'Service & Support' tabs. The main content is divided into several sections: 'Service Request' (containing contact details like name, phone, email, and dates), 'Site Information' (customer ID, name, and address), 'Installed Product Information' (a table listing products like Scanners and Picture Saver & Photo Systems), 'Communication Activity' (a log of customer proxy messages), and 'Update Service Request Info' (a message indicating the incident cannot be updated). A 'Print' button is visible at the bottom right.

5. Service My Products

This page includes Details about each field (see QuickStep Guide for placing a call.

Use these pages to place a Service Call for Product(s) with a Service Contract. Two methods:
(A) Access equipment based on everything at your site, **(B)** By specific Product ID (K#) or Serial #.
Navigation tip, are dynamically interactive web pages, frames change quickly.

(A) To Complete a Repair Request using the By Customer tab

- (1)** **Service My Products:** Many fields prefilled based on profile.
- (2)** **Search fields** allow for filtering searches. This is usually not necessary unless you have many pieces of equipment installed. Window initially opens with Advanced Search options hidden.
- (3)** **Partner Type:** Leave at default or change based on desired function:
 - Direct - See the equipment at my Site
 - Other options may appear based on your relationship with Kodak, if you have a Service relationship that encompasses multiple Sites, this allows you to view the Site(s) you want.
- (4)** **My Sites:** If you have multiple Sites, click the row to see Products (mainframes) for that Site. If you have one Site (as in example), your Products for that Site will be listed automatically **(6)**.
- (5)** **Manage Contacts** (Only appears for users with capability): Manage Contacts for this site (people who may log into Partner Place). Note: Kodak employees may not be a Contact nor are Kodak employees allowed to change Contact information – this is a system security violation.
- (6)** **Product Identifier:** List of mainframes at Site. Click on a row (not the links) and two frames are populated: Components **(9)**, and Product Identifier Details **(10)**, including Contracting, Site Information, and Payer Info.
- (7)** **iBase Update:** The iBase is the database of installed equipment. You may request IBase changes (Removal, Relocation, Entitlement (Contract) Change or Other) from this link.
- (8)** **Repair Request:** Option appears for equipment with a Contract in force. For Time and Material repair, contact Kodak at the phone number(s) below. Note: Kodak Employees are not allowed to make Time and Material Service requests on your behalf.
- (9)** **Component:** Frame opens (with #10 below) when a Product Identifier **(6)** line is clicked and lists serialized accessories that are linked to the Product (mainframe). Note - #10 and #11 below appear based on what line is clicked above (if you click a Product **(10)** displays. If you click Component **(9)**, #11 displays). Meter Reads
- (10)** **Product Identifier Details:** Frame opens (with #9 above) showing current Entitlement (Contract) details, Site Information, Payer Info for the Product Identifier **(6)** line that was clicked and access to any Meters that might be used (Meters are empty if not applicable).
- (11)** **Component Details:** Frame opens when a Component **(9)** line is clicked showing current Contract details, Site Information, and Payer Info for the Component.

(B) To Complete a Repair Request using the By Product tab

- (12)** **Input** the appropriate identification number, click Submit and follow from step (5) above.

Contact your country or region Kodak Customer Service hot line for more information.

5A IBase Update

iBase Update: The IBase is the database of installed equipment. You may request IBase changes that include:

- Removal,
- Relocation,
- Entitlement (Contract) Change
- Other

The form on the screen will change depending on the type of iBase update you are requesting.

Any * field is required.

Complete the form to the best of your knowledge. The Contact for the request will most likely be contacted by Kodak for additional details since these types of requests can become very complex.

This page explains the use of each field for creating a Repair Request.

Clicking Repair Request opens a form at the bottom of the page.

- (1) **Contact Selection:** Allows you to select the Contact for this Repair Request, or to create a new Contact.

Note - You may only create a new contact if you have that privilege in your profile.

- (2) **Partner Tracking #** is optional for your use for your reference.

- (3) Complete the fields shown. Any * field is required.

- (4) Once you submit the request, wait for the **Repair Request** confirmation to appear. Note the incident reference number for your records.

Repair Request

Contact Details

Contact Selection: Joey, John

First Name: * John

Last Name: * Joey

Telephone # (Office): *

Telephone # (Mobile): *

Preferred Language 1: * English (EN)

Opt-In (Global):

Country: * United States (US)

Secondary Contact

Last Name: * Joey

Telephone # (Mobile): *

Preferred Language 2:

Opt-In (Incident):

Email Address: * jj@noreply.com

Telephone # (Fax): *

Preferred Language 3:

Opt-In (Survey):

Request Details

Partner Tracking #:

Problem Found: * --

Severity: * --

Repeatability: * --

Error Code:

Comments: *

Submit

Repair Request

Thank you for submitting your service request with Eastman Kodak Company. Use this incident reference number for follow up inquiries and updates: '121203-000029'

OK

5C – Manage Contacts for Kodak Service

This is where you add Contacts for your organization who will work with Kodak Service at your site. Any * field is required.

- (1) **Add New Contact** by selecting -- **Create New Contact** -- from the pull down to the right of the Contact Selection: field.
- (2) **Contact Errors:** Will show any errors in the profile of the displayed Contact name, such as 'email already in use'.
- (3) **Role:** four Options include and the functions they may execute are listed at the table below:
 1. No role selected
 2. Super User
 3. Standard User
 4. Repair Only
- (4) Click **Submit** to enter your request.

Role	Call for Service via phone	Place Repair Request via Partner Place (web)*	IBase Update Request	Manage Contacts
No role selected	X			
Super User	X	X	X	X
Standard User	X	X	X	
Repair Only	X	X		

* Setting up a user who has web access will result in them receiving an email from Kodak Partner Place asking them to setup their password

5D – Meter View tab – submitting meter readings and viewing meter history

This is where you may input a new Meter read and view previous reads for equipment that bills based on usage.

- (1) Ensure that the **Counter ID** for the reading you will enter matches the machine meter
- (2) Enter the current Meter reading
- (3) Enter the reading date in a YYYY-MM-DD format
- (4) Click **Update** to enter your read
- (5) Your new reading will appear below in the Meter History

Product Identifier Details ▲

Entitlement

Site Information

Service Contract Payer Information

Meter View

Counter ID (1)	Description	Last Reading Value	Unit	Reading Source	Last Reading Date	Current Reading (2)	Date of Reading (3)	Action (4)
2100019245	NEXPRESS 2500 - A4 Meter	28668079	EA	BACK OFFICE	2013-01-11	<input type="text"/>	YYYY-MM-DD	Update

Meter History (5) ▲

Counter ID	Description	Last Reading Value	Unit	Reading Source	Last Reading Date
No records found.					

This page grants you access to the library of Material Safety Data Sheets and other information.

Kodak
United States [change]

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Material Safety Data Sheets and Article Information Sheets Print E-mail

Material Safety Data Sheets for chemical products and Article Information Sheets, for items such as film, paper, and equipment, contain country specific regulatory information.

While Material Safety Data Sheets/Article Information Sheets may also be available for other products to provide guidance on their safe use and disposal, their existence does not imply that the product is subject to regulation as a chemical substance or mixture.

To search for a MSDS or AIS:

1. Choose a Report Category (Product MSDS or Article Information Sheet).
2. Choose a Country/Language. Note: Not all reports exist in all languages.
3. To find MSDS: Enter the catalog/reorder number (with no spaces or hyphens) or the partial/full product name obtained from product label in the appropriate search field. To find AIS: Enter the partial/full product name obtained from the product label in the Keyword search field.
4. Finally, click on the search button.

Report category:

Country/Language:

MSDS	AIS
<p>Catalog/Reorder Number: <input type="text"/></p> <p>Product Name / Keyword: <input type="text"/></p>	<p style="text-align: center;"><< Product Name / Keyword ONLY</p>

[Find more regulatory information on shipping Kodak Chemicals.](#)

Couldn't locate your MSDS?

In the event you have searched for a MSDS and could not locate the information you are searching for, please see below for some additional guidance.

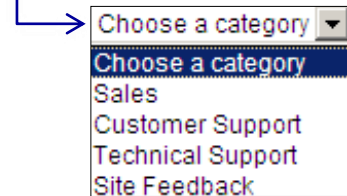
- Discontinued Photographic Processing Products**
 In an effort to help you properly dispose of your discontinued or old Kodak chemistry, please refer to our [Disposal Guidelines for Discontinued Kodak Photographic Processing Products](#)
- Film, Paper, or Equipment**
 Kodak photographic films, papers, and equipment do not require a Material Safety Data Sheet (MSDS) / Safety Data Sheet (SDS), which are only required for chemical products. Under normal conditions photographic films, papers, and equipment do not pose a physical hazard or health risk. For more information, refer to [Disposal of Photographic Films and Papers](#).

8. Contact Us (please do not place requests for service through this option)

This page enables you to send a note to Kodak’s Partner Place administrators (not the Service organization). Your note will be routed to the appropriate support group based on your account criteria and the selections you make when completing this page.

Category options include:

- **Sales** – A member of the Kodak sales team will respond.
- **Customer Support** – For usability questions and general questions.
- **Technical Support** – For technical issues regarding Kodak product(s).
- **Site Feedback** – to give Kodak feedback on the Partner Place site.



Kodak QuickStart Guide to Place a Service Call

Follow these steps to place a service call on a Product with a Service Contract, for Time & Materials calls, please call Kodak at appropriate number at bottom of page.

Navigation tips: These are dynamically interactive web pages, frames change very quickly depending on what you click. Use the twistys (▲) on the right side to open and close frames.

To Begin: Follow these steps from **Service My Products** menu choice in [Partner Place](#)

Option (A) – Customer: Lists all sites and all mainframes (products) by site.

- (1) **My Sites:** With multiple Sites, click the row to see the Products (mainframes) for desired Site. If you have one Site (as in example), all Products for that Site are listed automatically, go to step (2).
- (2) **Click row of mainframe that requires service** (must have [Repair Request](#) visible on right column, if not visible, call the appropriate number below). The frames change to (3) below.
- (3) **Details** about your product appear.
- (4) **Note: Contract Details, Site Information and Service Contract Payer Information** tabs appear at the bottom.
- (5) **Click Repair Request:** The Repair Request form opens at the bottom of the page.
- (6) **Complete** the form, Click **Submit** (a Contact added here does not include a log-on to Partner Place, for that, access Manage Contacts). Select Secondary Contact to include logged on user (you) as an added Contact on repair request.
- (7) **A Confirmation** of your Repair Order will appear, and an email will be sent to the Contact listed on the Repair Order.

Option (B) – To Complete a Repair Request using the By Product tab Input the appropriate identification number, click **Submit** and follow from step (5) above.

Contact your country or region Kodak Customer Service hot line for more information.

The screenshot shows the 'Service My Products' page in the Partner Place application. It features a navigation bar with 'My Kodak' and 'Service & Support' tabs. The main content area is divided into several sections:

- My Sites:** A table listing sites with columns for Site Customer ID, Name, Street, City, Postal Code, Province, Country, and Action. A red '1' points to the first row.
- Product Identifier:** A table listing products with columns for Product Identifier, Serial Num, Product Description, Entitlement, Contract Start, Contract End, and Action. A red '2' points to the first row.
- Component:** A table listing components with columns for Serial Num, Name, Entitlement, Contract Start, Contract End, and Action. A red '3' points to the first row.
- Product Identifier Details:** A table with tabs for 'Contracts', 'Site Information', and 'Service Contract Payer Information'. A red '4' points to the 'Contracts' tab.
- Repair Request:** A form with sections for 'Contact Details' and 'Request Details'. A red '5' points to the 'Repair Request' link in the Product Identifier table. A red '6' points to the 'Repair Request' form. A red '7' points to the 'Repair Request' dialog box.

At the bottom, a 'Repair Request' dialog box is shown with the following text:

Thank you for submitting your service request with Eastman Kodak Company. Use this incident reference number for follow up inquiries and updates: '121203-000029'

OK